

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the Application of:

Kevin Donovan

Examiner: Dohm Chankong

Application No.: 09/385,802

Group Art Unit: 2452

Filed: August 30, 1999

Attorney Docket No.: 15719US00

For: Universal Instant Messaging  
System For The Internet

MS: Fee Amendment  
Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**SECOND DECLARATION OF SCOTT RADER, PHD**

Sir:

1. The person making this declaration is Scott Rader, PhD, assistant Professor, Marketing, Opus College of Business, University of St. Thomas, 2115 Summit Ave, Mail MCH 316, St. Paul, MN 55105.
2. I am writing to supplement my prior Declaration in the above-identified patent application.
3. As before, I have no financial interest in the outcome of this matter, and I am not being paid to do my declaration, which I am instead providing because I personally know that Kevin Donovan made and used his invention in this patent application on a date prior to May 5, 1999, because I was among the users referenced in Paragraph 7 of Kevin Donovan's Supplemental Declaration.
4. As stated in my prior Declaration, at that time, I was employed by Prodigy to do quality assurance, and in that capacity I personally tested and successfully operated the invention and witnessed use of the invention as set out in Kevin Donovan's Supplemental Declaration, including encrypting instant message communications, so as to be communicated between a device of a first user at a first realm of Prodigy (me) and a second device of a second user at a second realm of IRC.
5. In proving the operability of the invention, I used the screen corresponding to the screen shot as set out in Kevin Donovan's Supplemental Declaration, and I personally know that the encryption capability of the invention was available in the commercial release of the embodiment that is the subject of the Business Wire article dated May 5, 1999, titled "Prodigy Unveils Next Generation of Instant Messaging".

6. I personally used the screen in the screen shot referenced at page 6 in Kevin Donovan's Declaration of 5/28/2009 to carry out the actual operation of the claimed invention in the United States at a date prior to May 5, 1999.

7. As per the claims, users used this screen to carry out (claim 16) encrypting an instant message sent between the devices during the instant messaging session, (claim 108) encrypting communications sent between the devices in the instant messaging session, (claim 112) encrypting an instant message communication between a the first user device and the second user device during the instant messaging session, (claim 113) encrypting an instant message communication between a the first user device and the second user device during an instant message session, and (claim 118) encrypting the instant message communications between a the first user device and the second user device, and also communicate (claim 114) an encrypted instant message between the first user device in the first realm and second user device, and indeed I was among these users in the United States at a date prior to May 5, 1999, by using this screen.

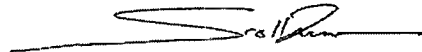
8. Attached, and incorporated by reference, is a tutorial that I used during actual operation of the invention in the United States at a date prior to May 5, 1999.

9. I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Respectfully submitted,

3/24/2011

Date: \_\_\_\_\_



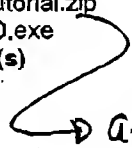
\_\_\_\_\_  
Scott Rader

4/22/2004 9:03 AM

Page 1

C:\Documents and Settings\mb7646\Local Settings\Temporary Internet Files\OLK26\CNG.zip

Name	Modified	Size	Ratio	Packed	Path
04-20-2004 CNG install.log	4/20/2004 12:06 PM	252	17%	210	cng\
990407 cng.txt	4/8/1999 1:58 AM	2,009	59%	821	cng\
990412 cng.txt	4/12/1999 11:08 PM	4,841	65%	1,683	cng\
990418 cng.txt	4/20/1999 1:25 AM	5,248	62%	2,020	cng\
990426 cng.txt	4/27/1999 1:50 AM	1,804	59%	741	cng\
990831 pimhelp.txt	9/3/1999 11:15 PM	8,864	87%	2,941	cng\
CNG test plan.doc	4/15/1999 5:18 PM	40,860	74%	10,835	cng\
aim profile.bmp	4/20/1999 12:04 AM	26,582	89%	2,997	...\CN
Chat 01.bmp	4/14/1999 7:47 PM	38,462	83%	6,445	...\CN
CNG uninstall 1.bmp	4/19/1999 11:10 PM	240,118	94%	13,222	...\CN
CNG uninstall 2.bmp	4/19/1999 11:13 PM	240,118	94%	13,927	...\CN
File Xfer 01.bmp	4/14/1999 7:49 PM	38,462	96%	1,448	...\CN
File Xfer 02.bmp	4/14/1999 7:49 PM	38,462	95%	1,798	...\CN
Friends 01.bmp	4/14/1999 6:49 PM	38,462	93%	2,562	...\CN
Friends 02.bmp	4/14/1999 6:50 PM	38,462	86%	5,218	...\CN
Friends 03.bmp	4/14/1999 6:51 PM	38,462	85%	5,621	...\CN
Friends 04.bmp	4/14/1999 6:51 PM	38,462	85%	5,703	...\CN
Friends 05.bmp	4/14/1999 6:52 PM	38,462	85%	5,829	...\CN
Friends 06.bmp	4/14/1999 6:53 PM	38,462	90%	3,982	...\CN
Friends 07.bmp	4/14/1999 6:53 PM	38,462	93%	2,743	...\CN
Friends 08.bmp	4/14/1999 6:54 PM	38,462	97%	1,240	...\CN
Friends 09.bmp	4/14/1999 6:54 PM	38,462	96%	1,636	...\CN
Friends 10.bmp	4/14/1999 6:55 PM	38,462	92%	3,075	...\CN
Friends 11.bmp	4/14/1999 6:58 PM	38,462	97%	1,300	...\CN
IM 01.bmp	4/14/1999 7:08 PM	38,462	92%	3,027	...\CN
IM 02.bmp	4/14/1999 7:09 PM	38,462	87%	5,088	...\CN
IM 03.bmp	4/14/1999 7:09 PM	38,462	86%	5,364	...\CN
IM 04.bmp	4/14/1999 7:10 PM	38,462	86%	5,225	...\CN
IM 05.bmp	4/14/1999 7:10 PM	38,462	85%	5,715	...\CN
IM 06.bmp	4/14/1999 7:11 PM	38,462	85%	5,586	...\CN
IM 07.bmp	4/14/1999 7:11 PM	38,462	86%	5,369	...\CN
IM 08.bmp	4/14/1999 7:11 PM	38,462	86%	5,259	...\CN
IM 09.bmp	4/14/1999 7:12 PM	38,462	93%	2,608	...\CN
IM 10.bmp	4/14/1999 7:13 PM	38,462	96%	1,432	...\CN
Profile 01.bmp	4/14/1999 7:33 PM	38,462	92%	3,080	...\CN
Profile 02.bmp	4/14/1999 7:33 PM	38,462	93%	2,671	...\CN
Profile 03.bmp	4/14/1999 7:34 PM	38,462	88%	4,777	...\CN
Profile 04.bmp	4/14/1999 7:34 PM	38,462	94%	2,396	...\CN
Profile 05.bmp	4/14/1999 7:35 PM	38,462	95%	1,843	...\CN
cng100w.exe	2/8/1999 1:00 AM	131,152	16%	110,228	cng\
How to use PIM.txt	5/11/1999 4:44 PM	17,173	68%	5,577	cng\
PIM Beta II Requirements.doc	6/17/1999 3:27 PM	24,576	82%	4,428	cng\
pim checklist.txt	5/4/1999 3:07 AM	1,877	51%	926	cng\
PIM co-branded screen - Eric's version.ppt	10/5/1999 12:33 AM	69,120	44%	38,470	cng\
PIM FAQ.txt	5/12/1999 8:09 PM	41,139	74%	10,890	cng\
PIM Tutorial.txt	5/11/1999 4:45 PM	28,932	70%	8,777	cng\
PIM Tutorial.zip	4/28/1999 9:04 PM	286,348	0%	286,348	cng\
pim200.exe	3/28/2000 8:56 PM	125,091	6%	117,288	cng\
48 file(s)		2,411,602	69%	740,169	


 attached

990407 cng.txt

990407 cng.txt  
Peter Nemarich  
CNG client 1.50  
Friends List v 1.500  
Machine: Gateway E-1200 (in bay #2)  
W95 OSR2 + v403 + IE4  
=====

Friends List ad queue is now working.  
=====

#7698 (3)

TITLE: "Friend is offline" message does not appear from within Member Profile screen

1) In production, go to <http://chat.prodigy.net/download/cng150.exe>. Download the file, then install the CNG client v1.500 while online.

2) Open the Friends List. Add a Friend (who is currently offline) to the General Friends list. Click the <Instant Message> button at the bottom of the Friends List. You should receive a message that says, "[name] is offline. do you still wish to start-up Instant Message?"

3) In the Friends List, right-click the Friend's name and select "Get Profile for [name]". From the Member Profile screen, select <Instant Message> button in the lower left corner. This initializes Instant Message, but I expected to get the same "[name] is offline" message that I got in step #2 above.  
=====

#7697 (2)

TITLE: The file pifrnds.gif sometimes appears on the desktop after using IM

1) In production, go to <http://chat.prodigy.net/download/cng150.exe>. Download the file, then install the CNG client v1.500 while online.

2) The file pifrnds.gif (which is the PI logotype in a rectangle) sometimes appears on the desktop after using the IM client. I haven't yet been able to correlate its appearance with my actions.  
=====

#7699 (2)

TITLE: Friends List always displays upon PI sign-on, contrary to Preferences setting

1) In production, go to <http://chat.prodigy.net/download/cng150.exe>. Download the file, then install the CNG client v1.500 while online.

2) Sign on to PI.

3) The Friends List displays whenever the user logs on to PI, even when this option ("Display Friends List upon Logon") is not enabled on the IM Preferences screen.  
=====

990418 cng.txt

990419 cng.txt  
Peter Nemanich  
CNG testing (first AIM version, via cng199)  
W95 Release + DUN

=====

bugs entered 4/19/99

=====

#7792 (3)

TITLE: "Credits" sections are outdated

- 1) Download the latest CNG client from <http://chat.prodigy.net/download/cng199.exe> and run the install while online.
- 2) Sign on to PI. Use the systray icon to start each of the component apps. Each of the four apps has an outdated "Credits" section: Chat, Friends List, IM, Profile. These sections should probably be either updated or eliminated.

=====

#7793 (3)

TITLE: Incorrect version number appears in "About" sections

- 1) Download the latest CNG client from <http://chat.prodigy.net/download/cng199.exe> and run the install while online.
- 2) Sign on to PI. Use the systray icon to start each of the component apps. The first AIM version (using cng199.exe to install) indicates a previous version number of 1.501 in each of the "About" sections.

=====

#7796 (2)

TITLE: AIM profile: suggested repositioning of instructions, plus add'l copy

- 1) Download the latest CNG client from <http://chat.prodigy.net/download/cng199.exe> and run the install while online.
- 2) Sign on to PI. Use the systray icon to start Profile. select "aim" radio button in upper right corner.
- 3) Suggestions:
  - a) Suggest that the instructions be repositioned to appear immediately below the words "AOL Instant Messenger is a Trademark of America Online," so that user reads this before getting to the Screen Name and Password fields.
  - b) Suggest that the words ", then click OK" be added to the end of the second sentence in these instructions, so it reads: "If you have an existing AIM account, enter your user name and password, then click OK."
  - c) The prepopulated server fields could be boxed off to separate them from the Screen Name and Password fields.
  - d) Should the "aim" radio button in the upper right corner be capitalized as AIM?

=====

#7797 (3)

TITLE: Illegal operation error after restoring a minimized Profile.

- 1) Download the latest CNG client from <http://chat.prodigy.net/download/cng199.exe> and run the install while online.

990418 cng.txt

- 2) Sign on to PI. Use the systray icon to start Profile.
- 3) Minimize Profile. Then click on the taskbar icon to restore it. Get "Illegal Operation" error message, and Profile gets shut down.

---

**ADDITIONAL TESTS:**

- 1) File xfer from:  
95 to 98 OK  
98 to 95 OK  
95 to 95 OK  
98 to 98 ?
- 2) WebPhone test between:  
95 and 98 NO GOOD  
95 and 95 NO GOOD  
98 and 98 ?
- 3) WebPhone to a non-WebPhone, chat-enabled ID.
- 4) WebPhone to a non-chat enabled ID.
- 5) IM to a non-chat enabled user.

Can you right-click my nickname and select Instant Message?  
Could someone IM me to try a WebPhone experiment?  
Can someone on PI give me an IM? I'm testing something.

---

Al, here's a rundown of the CNG client status.

On Friday (4/16) Kevin gave us the first version with AIM capability. The AIM feature works OK so far. I can initiate IM with AIM members, although I have not personally tested whether an AIM member can initiate an IM with me. I discovered this weekend that I couldn't have both AIM and CNG running at the same time without some problems: this disabled my CNG Friends List.

Here is a recap of the other important bugs outstanding:

---

7788 (1) - Mdaemon error at PI sign-on kills AIM Friends, requires restart of CNG

DETAIL: Initial sign-on to PI brings on this error. Friends List then appears without the AIM list. You must close CNG and restart it in order to get everything back to normal.

---

#7726 (1) - Problems with File Transfer

DETAIL: Although File Transfer now works, I want to double-check interoperability between w95 and w98. Basically, I want to check that file transfer works with the following scenarios:

95 to 95  
95 to 98  
98 to 95  
98 to 98

990418 cng.txt

=====

#7786 (2) - Prodigy CNG Profile not prepopulating AIM server field

DETAIL: All AIM server fields are correct the first time that Profile is run. But on subsequent views, info in some of the fields is missing.

=====

#7787 (2) - WebPhone available only if user is IM'd, but not if user initiates IM

DETAIL: As we discussed, the spotty performance of this old product should cause it to be removed for the final release. But it will probably remain in the beta.

=====

#7722 (2) - Illegal Operation error when Profile is minimized and then taskbar button is clicked

DETAIL: Most people will probably not minimize the Profile, so this is not a big issue.

=====

#7727 & #7728 (2) - Friends List and Chat not getting ad queue on W95 Release machines

DETAIL: Kevin has not yet determined why this occurs.

=====

VARIOUS: We have about 12 bugs of severity 3, none showstoppers.

=====

BUGS CLOSED: We have closed 12 bugs, and I intend to close another 3 after testing this weekend.

990426 cng.txt

990426 cng.txt  
Peter Nemerich  
Machine #207  
W98 + v5.15 + IE4

---

#7839 (3)

TITLE: Clicking on IM "Credits" button activates IM sound file msgv.wav

- 1) In production, download the latest CNG client from <http://chat.prodigy.net/download/cng199.exe> and install while online.
  - 2) Sign on to PI and enroll a nickname if prompted.
  - 3) Click systray icon and select "Go To Instant Message"
  - 4) Click Help, About, Credits.
  - 5) Clicking on IM "Credits" button activates IM sound file msgv.wav ("Innnstant Message!")
- 

#7840 (3)

TITLE: Clicking on Chat "Credits" button activates windows ding.wav

- 1) In production, download the latest CNG client from <http://chat.prodigy.net/download/cng199.exe> and install while online.
  - 2) Sign on to PI and enroll a nickname if prompted.
  - 3) Click systray icon and select "Go To Chat"
  - 4) Click Help, About Chat, Credits.
  - 5) Clicking on Chat "Credits" button activates windows sound file ding.wav
- 

#7841 (3)

TITLE: No way to automatically import AIM Buddy List to CNG Friends List

The user who has a pre-existing AIM account would have to manually copy the AIM Buddy List to the CNG Friends List. However, if the member tries to run both the AIM and CNG clients simultaneously, this could lead to bug #7838.

---

Friends List Preferences: Check announcement sound files, Username blocking, Nickname blocking

Profile: Username Options screen  
Profile: Security options for individual nicknames

To check release version, start Chat client. Click Help, About. Text at bottom center should say: Rel Build: April 20 1999 10:00:05  
"About" sections for IM, Chat, and Friends List all say v1.501  
"About" section for Profile says v1.0



990831 pimhelp.txt  
Review of pimhelp HTML files (RoboHelp)  
Peter Nemerich  
=====

A) WHStart.htm - About Prodigy Instant Messaging

1) Typo in first paragraph, last sentence. It currently says:

"Using PIM, you and your fiends can have private, two-way conversations in real-time."

CORRECTION: Change "fiends" to "friends".

2) Two typos in fifth paragraph. It currently says:

"Chat lets you participate in live discussions with others on topics common interest. You can also chat privately with other chat participants out of view of the rest if the discussion group."

CORRECTION: Change "topics common interest" to "topics of common interest".

CORRECTION: Change "the rest if the discussion group" to "the rest of the discussion group".

3) At the beginning of each paragraph, we might want to make the component names bold. This would include: Friends List, Instant Message, Chat, Profile.

=====

B) Using Friends - Add/delete a friend

The first bulleted item under number 3 says:

"You can only add Prodigy Internet user's to your Friends List."

CORRECTION: Change "user's" to "users".

CORRECTION: The meaning of this sentence would probably be clearer if "you can only add Prodigy Internet users" were changed to "you can add only Prodigy Internet users," since "only" is meant to qualify "Prodigy Internet users," not the word "add".

I imagine this item will need to be revised if AIM access is reinstated.

=====

C) Using Friends - Friends troubleshooting

Why can't I add my friend to my Friends list?

The bulleted list of possible reasons should include these two items:

1) Your friend is not a member of Prodigy Internet.

2) In the Friends List window, make sure that you have clicked on a list group other than "Friends Currently Online," then click the "Add Friend" button. The Add Friend and Delete Friend buttons will be grayed-out if the "Friends Currently Online" list, or any of the names within it, is highlighted.

990831 pimhelp.txt

In addition, the bulleted item that talks about having your friend download the PIM software (it's currently the second bulleted item) should probably mention that Prodigy Internet members can download it from <http://pim.prodigy.net/>.

=====

#### D) Using Instant Message - Send an Instant Message

How do I send an Instant Message?

1) The first bulleted item after "1. Access Instant Message. There are a few ways to do this" currently says:

"From the Friends List window, click on your friend's nickname or username in and click on the Instant Message button."

CORRECTION: Delete the word "in" following "username".

2) The second bulleted item currently says:

"From other PIM or Prodigy Internet windows, click on the PIM icon blue faces) in the Windows system tray in the lower right-hand corner of your computer screen."

Another sentence could be added to the end of this. It would say:

Then select "Go To Instant Message".

3) In the #3 section ("3. Input your message in the Instant Message window and click on the Send button), the third bullet talks about sending sounds. It currently says:

"You can send sounds. To see the list of available sounds, click the drop-arrow to the right of the Sounds button. To send the sound, click on the desired filename and then click the Send button."

This section should probably also include something like:

"In order to hear the sound you send, the receiver must have a copy of that same sound file in his or her chat client's sound directory, and must also have a sound card and speakers installed. Note that users of the Prodigy Java chat client, as well as users of AOL Instant Messenger, cannot receive sounds sent via PIM."

=====

#### E) Using Instant Message - Receive an Instant Message

What happens when I receive an Instant Message?

The last bulleted item currently says:

"If you don't want to receive Instant Messages to a particular nickname, go to the My Prodigy Profile window, select the nickname, select the Security tab, and check "Disable Instant Messages to my this Nickname." Then, click OK."

CORRECTION: Delete the word "my" following "Disable Instant Messages to".

=====

#### F) Using Instant Message - Instant Message vs. Private Chat

990831 pimhelp.txt

"What's the difference between Instant Message and Private Chat?"

The last paragraph of this section currently says:

"Instant Message gives you the ability to send messages and have WebPhone voice conversations with any of your online friends who are PIM users or who use AOL Instant Messenger software."

We should add to the end of this paragraph:

"In addition, Instant Message allows you to send files to other PIM users."

(By the way, are we sure that WebPhone works between PIM and AIM?)

We might also want to add something like:

"Instant Message differs from Private Chat in that IM gives you the ability to reach your online friends regardless of whether or not they are in a chat room at the time you try to reach them. They need only be online and running the PIM or AIM software in the background."

---

#### G) Using Instant Message - Using WebPhone

How do I use WebPhone?

The underlined title says "Making a 'Phone Call'". In order to prevent confusion with normal telephone calls, "Phone Call" should probably be changed to "WebPhone Call," as it appears in the next underlined title ("Receiving a WebPhone Call").

Also, the #3 instruction begins with, "To end a phone call,". The word "phone" should probably be deleted here.

---

#### H) Using Profile - About Profile

There is a premature line return in the first line, after the words "information about you".

---

#### I) Using Profile - View another member's profile

How do I view another member's profile?

1) The first paragraph, first sentence, currently says:

"From a Chat or Instant Message window, double-click on the member's nickname to open the member's profile."

This is not correct. The Profile can be viewed via the double-clicking method only from an Instant Message window. Double-clicking a nickname from a Chat window will begin a Private Chat.

In addition, after Profile has been run for the first time during a session and its icon appears on the taskbar, any subsequent requests to view a Profile will cause the Profile taskbar icon to flash once and then change color. The user must then click on the Profile taskbar icon in order to bring the Profile screen to the top. This is probably a bug.

## 990831 pimhelp.txt

2) The second sentence of the first paragraph currently says:

"Alternatively, you can click on a member's nickname to select it and either select View Profile from the Member menu or click the View Profile icon on the toolbar at the top of the window."

CORRECTION: There should be a mention of the right-click technique, which is probably the easiest method to view a Profile. For example, the above sentence could be rewritten as:

"Alternatively, you can click on a member's nickname to select it, and then right-click it and select View Profile. Or, after selecting a member's nickname, you can either select View Profile from the Member menu or click the View Profile icon on the toolbar at the top of the window."

=====

J) Using Profile - View my profile

How do I view my profile?

The first paragraph, second sentence currently says:

"From the Chat or Instant message window, double-click on your nickname."

This is not correct. Double-clicking your own nickname from a Chat window will begin a Private Chat with yourself. Double-clicking your own nickname from an Instant Message window results in an error message that says you may not IM yourself. You can, however, right-click your own nickname (from either a Chat or IM window) and select "View Profile".

=====

K) Using Profile - Create/modify my profile

How do I create/modify my profile?

This section begins with:

"1. Access the My Prodigy Profile window in one of these ways:

- o From the Prodigy Friends List window, select View My Profile from the PIM menu
- o From the Chat or Instant message window, double-click on your nickname."

CORRECTION: The last sentence above (which is the second bulleted item in this section) is incorrect and should be deleted. It would also be incorrect to say here that you can right-click your nickname, because this will only allow you to view, but not edit, your profile.

# Prodigy Internet Product Test Test Plan

**Project Title:** CNG w/IM, Friends List, AIM Friends

**Identifier:** CNG

**Projected Implementation Date:** 4/21 beta release

**Test Entry Date:** 4/7

**Dev Manager/Developer:** Kevin Donovan

**Test Plan Created By:** Peter Nemarich

**Test Plan Created Date:** 4/14/99

**Lan Folder for all documents and information:** Spice\vol6\projects\CNG

**Hanging folder created and in cabinet outside round lab? (Y)**

## Description

This product is an update of a previous CNG (Chat & Gaming) client, alternately known as Betty. It is actually a suite of products that includes Friends List and Instant Message (both new) in addition to Chat and Profile. An important development is that the Friends List app allows PI members to communicate with users of AIM (AOL Instant Messenger) as well as PI members. (details below)

Another new feature is the Ad Queue, which appears at the top of both the Friends List and the Chat client.

In addition to normal text messages, users can send and receive files (file transfer) from within a Chat room or an Instant Message window. The Chat and IM apps also contain a selection of sounds and pre-scripted text blurbs that can be sent on-the-fly. Users can also add/save their own pre-scripted text blurbs. As in previous versions, the Chat and IM clients allow users to send formatted text using colors, bold, italic, and underline.

The final product will not be called CNG.

### ABOUT THE AIM-COMPATIBLE FEATURES

PI members will be able to IM anyone who uses AOL's AIM client (and vice versa), regardless of what service they're on. In addition, PI members will be able to tell when they're AIM-enabled friends are online (and vice versa).

In the AIM-compatible version, the app will enable the user to create an AIM Persona. The Friends List will have a separate "AIM Friends" list group. The AIM user will see the PI member as just another nickname; there will be no indication that the user is on PI.

While the AIM-compatible build supports IM with AIM-enabled users outside of PI, it does not support File Transfer with AIM members at this time.

## Features

### New Features

1. **Instant Message** allows members to have one-on-one conversations, even if one or both members are not in Chat.
2. **Friends List** - This component appears on top at first sign-on. The user can defeat this by checking, and then later unchecking, the option to "Start Friends List upon Logon" in the Friends List Preferences section. Friends List allows the user to:
  - a) Keep an organized list of IM/chatting partners; can add/delete both nicknames and usernames
  - b) Automatically alert other members that the user is online
  - c) Determine when PI or AIM Friends are online or offline
  - d) Choose whether other members can send IM to the user's nickname, username or both
  - e) Initiate an IM session to either a PI nickname or username
  - f) Initiate an IM session to an AIM member (via the "AIM Friends" list group)
  - g) Set preferences
3. **File Transfer** allows user to send/receive files from within Chat or IM (does not work with AIM Friends)
4. **Ad Queue** appears at the top of both the Friends List and the Chat client. A known issue is that W95 Release machines do not see the ad queue at this time.
5. A **CNG systray icon** (two blue faces looking at each other) appears when the user connects to PI. All components of the CNG suite can be launched from either the systray icon or the Start/Programs menu.

### Features To Test

1. Friends List (includes "AIM Friends" list group)
2. Instant Message
3. File Transfer from within Chat and IM
4. Profile (minimal testing)
5. Chat (minimal testing)

### Areas Requiring Special Attention

1. Be sure to test the CNG products using an ID that has never used Chat before. There were some early problems with the creation of the user's first nickname.
2. AIM Friends - requires testers to download and enroll in AIM so that we can see how it looks from the other end. Testing should be done on two separate machines - preferably with one signed on to AOL. We will probably have only one day to test this feature. Since there will likely be a lot of publicity about it when we release the beta, we need to be especially thorough and efficient in our testing.

### Features not to be tested

1. Do not test on Mac; the product will not work on Mac at this time.
2. Do not test with W31.

## Minimal Testing Only

1. **Chat client** - only minimal testing. It is currently being used by members who downloaded it when it was publicly available. Note that the CNG chat client differs from our current Java chat client in that the Java client does not support sound or file transfers.
2. **WebPhone** - only minimal testing at this time. Requires microphone and duplex or half-duplex sound card.

## Risks

The following is conjecture only:

1. AOL could stipulate in its AIM member agreement that only AOL's AIM client may be used to gain access to its server. This might cause CNG users to be in violation of the AIM agreement.
2. Based on IP information, AOL might attempt to block CNG users (or PI users) from using AIM.
3. AOL could change the way that AIM works, which could require additional CNG client development.
4. If either #2 or #3 above become true, then CNG users might suddenly lose their ability to communicate with AIM members. In addition to upsetting members, this could also lead to some bad press.

## Schedule

Begin testing 4/7  
 Begin testing of AIM-compatible client 4/16  
 End testing 4/20  
 Beta to go live 4/21.

## TESTING

### Test Plan

1. Download and Install the CNG client.
2. Sign on to PI.
3. Friends List and systray icon should appear.
4. If the ID has no chat nicknames, the user will be prompted to create one.
5. Verify that Ad Queue appears at top of Friends List and Chat client.
6. Launch each component from systray icon.
7. Use the checklists below to test each component:

#### a) Friends List (includes "AIM Friends" list group)

Add a New List Group  
 Delete a List Group  
 Add Friend (as nickname or username)  
 Delete Friend  
 Get Profile  
 Instant Message

**Chat**

Move friend to a different group on the Friends List

Hide List

**Preferences**

Play Sound When a Friend Logs On

Play Sound When a Friend Logs Off

Block Other Users from Adding me to their Friends Lists via USERNAME

Allow All Members to Add Me to their Friends Lists, and enable other users to receive alerts by this nickname coming online and offline

Block All Members from Adding Me to their Friends Lists, and disable other users from receiving alerts by this nickname coming online and offline

Display Friends Logon/LogOff Alert Box for 5 seconds then close

Start Friends List upon Logon

Help (Note: The Help file will not be updated for the beta release.)

Legend (User has gone Online, User has gone OFFline, User Disabled Friends List)

About

Credits (needs to be updated or eliminated)

**b) Instant Message****File**

Initiate IM from within Chat or IM window

Log Conversation

Save Conversation

Exit

**Edit**

Cut, Copy, Paste

**View**

Status Bar - Enable/Disable

ToolTips - Enable/Disable

**Member**

Start Conversation

This is a Nickname

This is a PI Username

Edit "Connect To" List (Add, Delete, Move Up, Move Down)

Select Nickname or Username that you will use to connect to the above user

End Conversation

Send a File

Ignore Sounds

Ignore Sounds from All Members

Accept Conversations

Accept File Transfers

Do Not Accept Conversations

Add to Friends List

View Profile

**WebPhone (minimal testing at this time:)**

Accept WebPhone Calls

Use WebPhone

Put On Hold

Select a VoiceFont

End WebPhone Session

Block WebPhone

WebPhone System Info

WebPhone Settings

Prodigy Internet Product Test Group

\*\*\* Prodigy Confidential \*\*\*



**Options**

- View My Profile
- Bring New Conversations to Foreground
- Customize Event Sounds
- Customize Stuff To Say
- Maintain Ignore List

**Help**

- Help Topics
- Legend
- About

**c) File Transfer from within Chat and IM**

Initiate File Transfer from within a public Chat room

(Note: When File Transfer is initiated from within a public Chat room, the system instructions/confirmations will appear in a Private Chat window.

Initiate File Transfer from within an IM window

(Note: When File Transfer is initiated from within an IM window, the system instructions/confirmations will appear in Windows dialogs.

**Sender**

- Enter Brief Description of File
- Verify filename and size
- Cancel file transfer

**Receiver**

- Verify Username, filename, size, description
- Reject file
- Cancel file transfer
- Automatically open file when download is complete

**d) Profile (minimal testing)**

Add Nickname

Delete Nickname

Basic Info - username, nickname, language, region, occupation, gender, marital status (verify playback)

Other Info - enter text and verify playback

Game Skills - enter text and verify playback

**Security**

- Allow others to see my Username
- Disable others from adding this Nickname to Friends Lists, and being alerted by this Nickname coming online and offline
- Disable Instant Messages to this Nickname

**e) Chat (minimal testing)****ERROR PATHS**

Attempt to create invalid nickname

Change nicknames more than twice per session.

## Testing Approach

Ideally, testers should install CNG on two side-by-side machines, each with sound. This will make it easier to coordinate and evaluate the sending and receiving of text, sound, and files. Otherwise, testers can coordinate with each other, or simply chat/IM with real members to see how the product behaves in the real world. At no time should testers reveal to members that a new product is being tested.

## How to Test / Special Instructions

In production, go to <http://chat.prodigy.net/download/cng150.exe> and save cng150.exe to the desktop. You need to run cng150.exe while online and then the real install begins. It will only download what it needs: between 2-3.5 MB. If you have PI installed it should be closer to 2 MB total. If you have installed a prior version of CNG, even less. Remember, you need to be dial-up and only dial-up for CNG to work (by current design).

Since this product is a standalone, the main thing we need to test against is a variety of OS, but not necessarily browsers or kits. However, it couldn't hurt for us to test on machines set up with the following OS/kit/browser combos -- just in case there are any odd interactions or memory shortages:

W95 + v4 + IE4  
 W98 + v4 + IE4  
 W95 + v3 + IE3  
 W98 + v409 + IE5

## Pass Fail criteria

The client kit must allow the user to easily:

- Download the client
- Install the client
- Create a first nickname
- Add/Delete nicknames or usernames on Friends List
- Chat in public chat rooms (up to three simultaneously)
- Chat in private chat rooms
- Send and receive Instant Messages (IM)
- Temporarily exclude (but not permanently block) selected nicknames from chat and IM sessions
- Allow/Disallow other members to add user's username or nickname to their Friends Lists
- File transfer from within chat or IM
- Create multiple nicknames (up to four)
- Change nicknames

## Suspension Criteria and Resumption requirements

We will stop testing if we encounter the following problems.....

- Chat server down
- IM not working
- Friends List not working
- File Transfer not working

We will resume testing when we have checked with the developer (Kevin Donovan) as to the status of the servers.

## **MAP**

See the RISKS section above.

## **Test Documentation**

### **Location of Other Documentation**

Hard Copy: See CNG folder in file cabinet in main test lab.

LAN: Spice\Vol6\Projects\CNG

### **Test Cases**

W95 + v4 + IE4

W98 + v4 + IE4


W95 + v3 + IE3

W98 + v409 + IE5

### **Final Report/Release Notes**

My Prodigy Profile

File Help

☐ Username Options 

☐ JHendrix

AIM

AOL Instant Messenger is a Trademark of America Online

Screen name:  Create Account

Password:  Help

You can keep in touch with your AOL buddies as well as your Prodigy friends, all within the same environment. If you have an existing AIM account, enter your user name and password. If you need an AIM account, click on "Create Account".

Oscar Server:  Port

TOC Server:  Port

Add Nickname Delete Nickname OK Cancel

Prodigy Chat - [Room Listing]

File Edit View Member Operations Options Window Help

Sounds: [dropdown]  
Say: [dropdown]

Status Room Listing

Areas	Room Name	# Atten...	Topic
Prodigy Areas	Chat Central 1	1	
*Chat Central*	Chat Central 2	0	
*Prodigy*	Chat Central 3	0	
A Woman's Place	Chat Central 4	0	
After-Hours Chat	Chat Central 5	1	
Antiques&Collecting	Chat Central 6	0	
Arts Center	Vampire Pub	3	
Astrology & New Age			
Auto/Motorcycle			
Baby Boomer Blvd			

Status:  
Finished Getting Room Listing.  
646 Total Entries.

View Attendees

Create a Room

Enter Room

Refresh List

Cancel

Help

Start

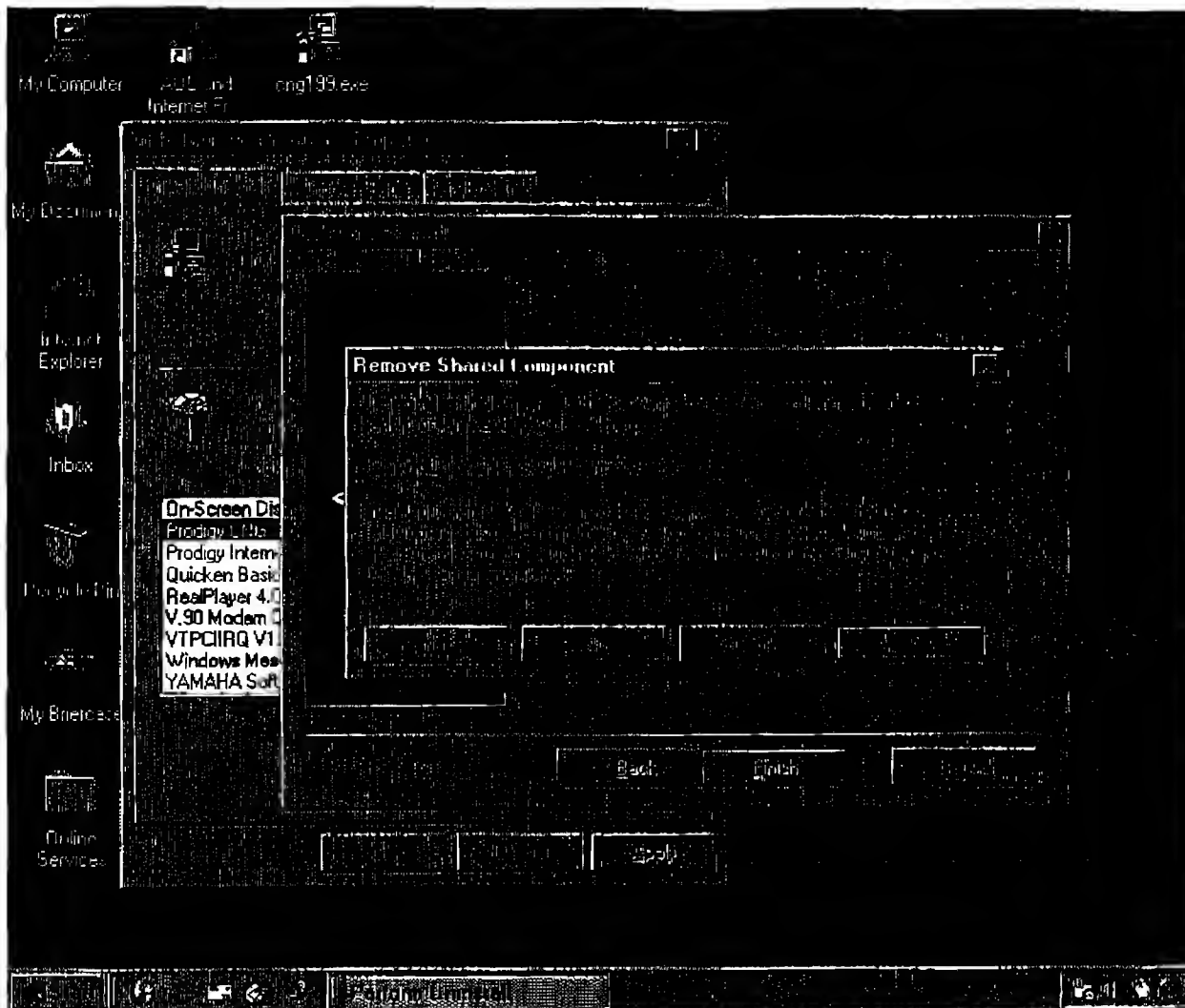
Welcome t...

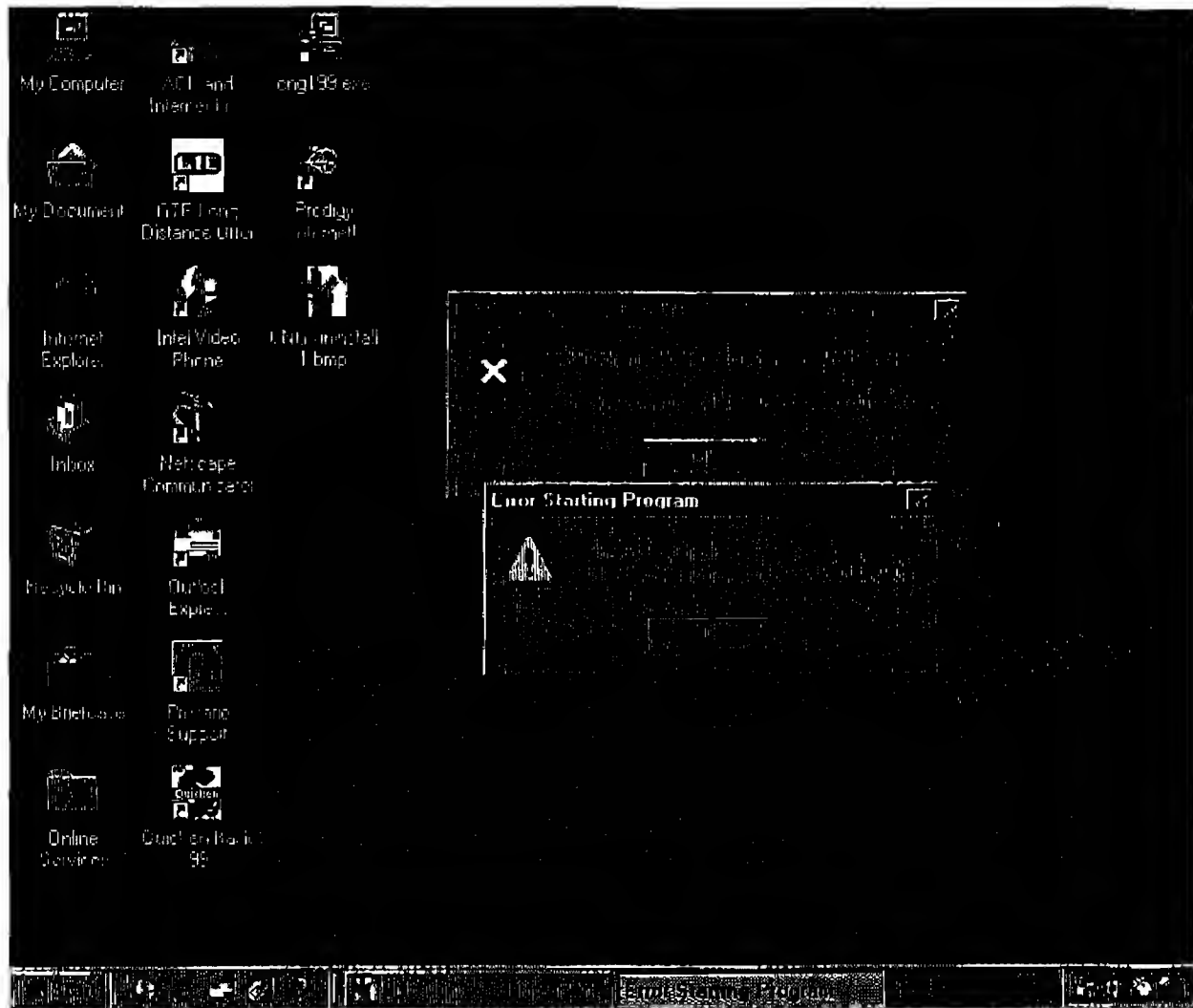
Friends

untitled - P...

Prodigy ...

6:47 PM





**File Transfer Information** [X]

Filename:	C:\Program Files\NCG\pichat.gif
Size of File:	3 Kilobytes
Please Enter a Brief File Description: (500 Characters Max)	None

OK Cancel



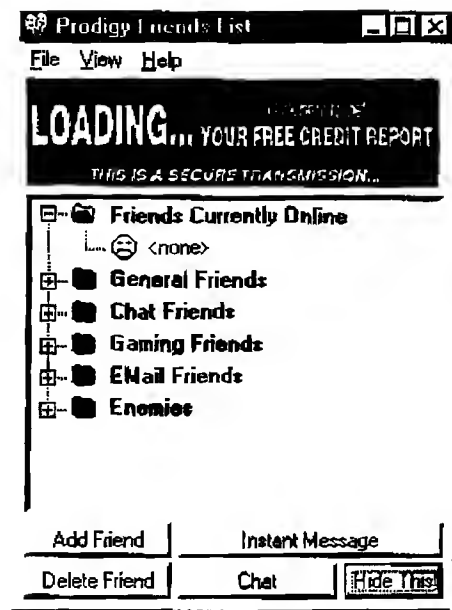
FTP Transfer - Waiting For Response

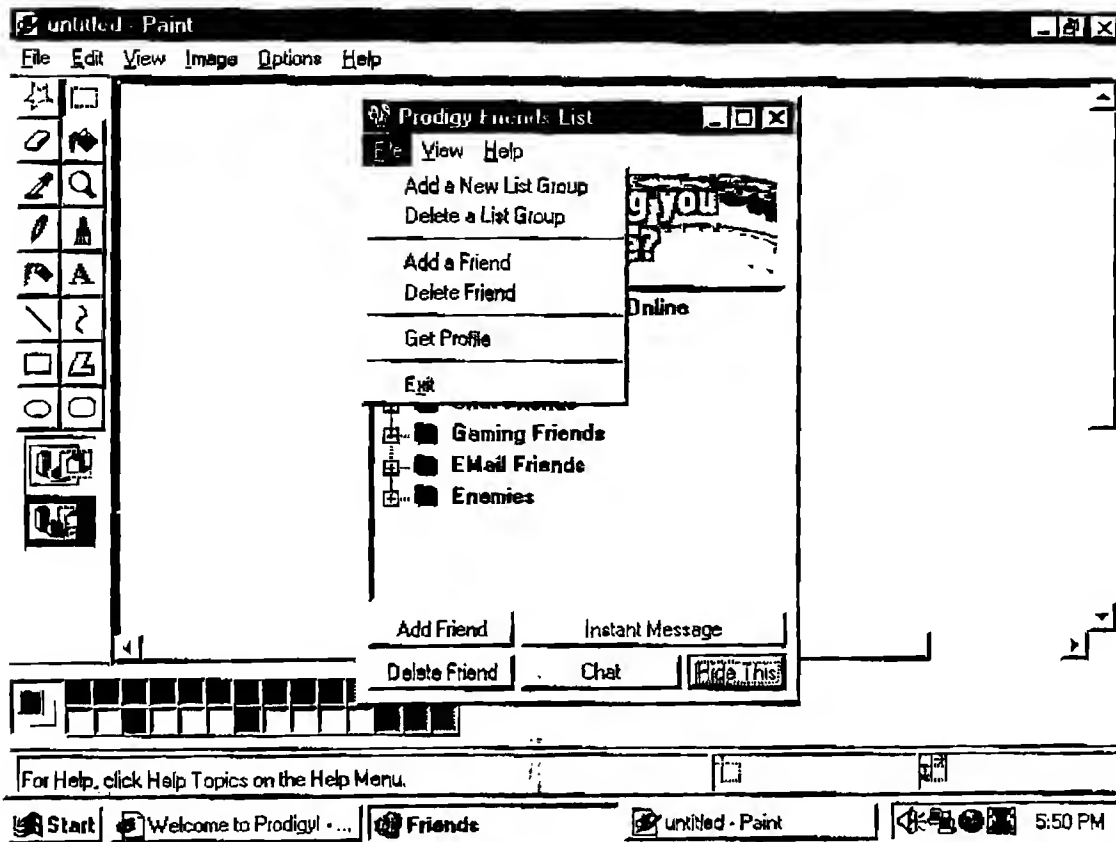
User:	(ID) QALUDE
Filename:	C:\Program Files\NCG\pichat.gif
Size Of File:	3 KBs
Description Of File:	<None>

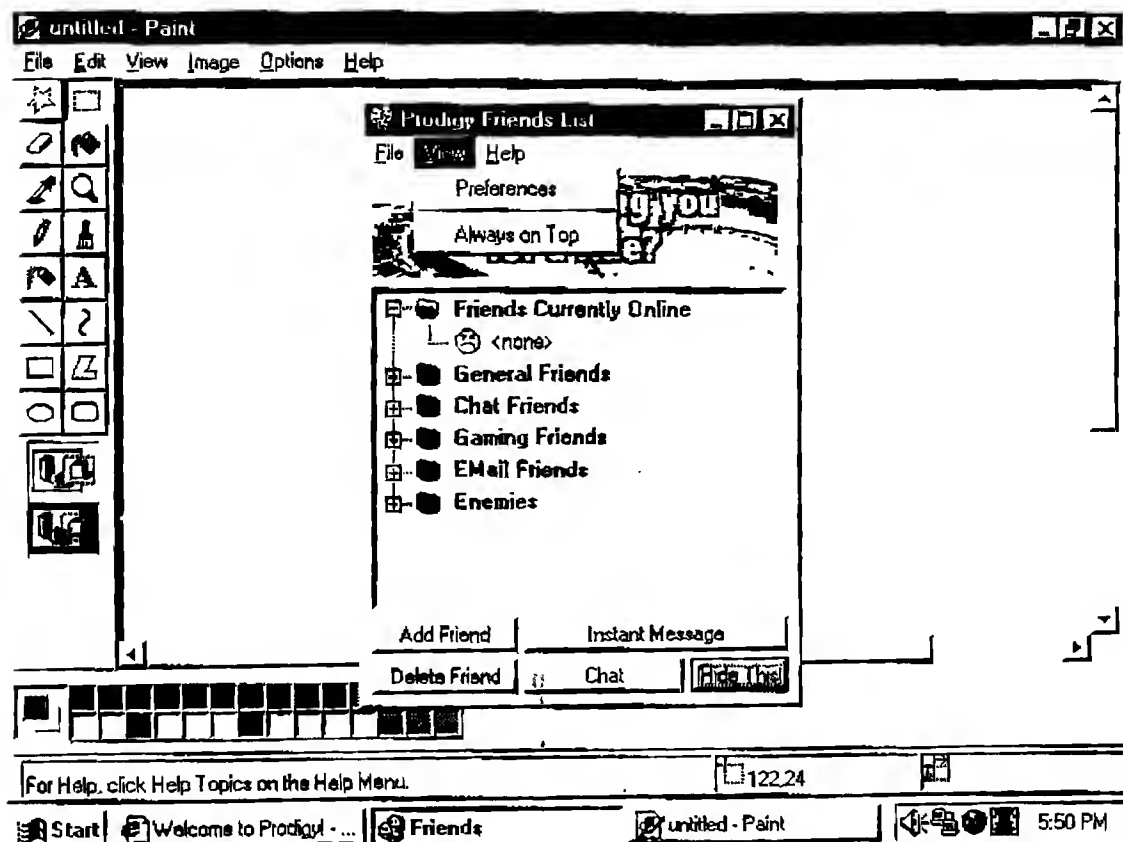
3 KBs Remaining

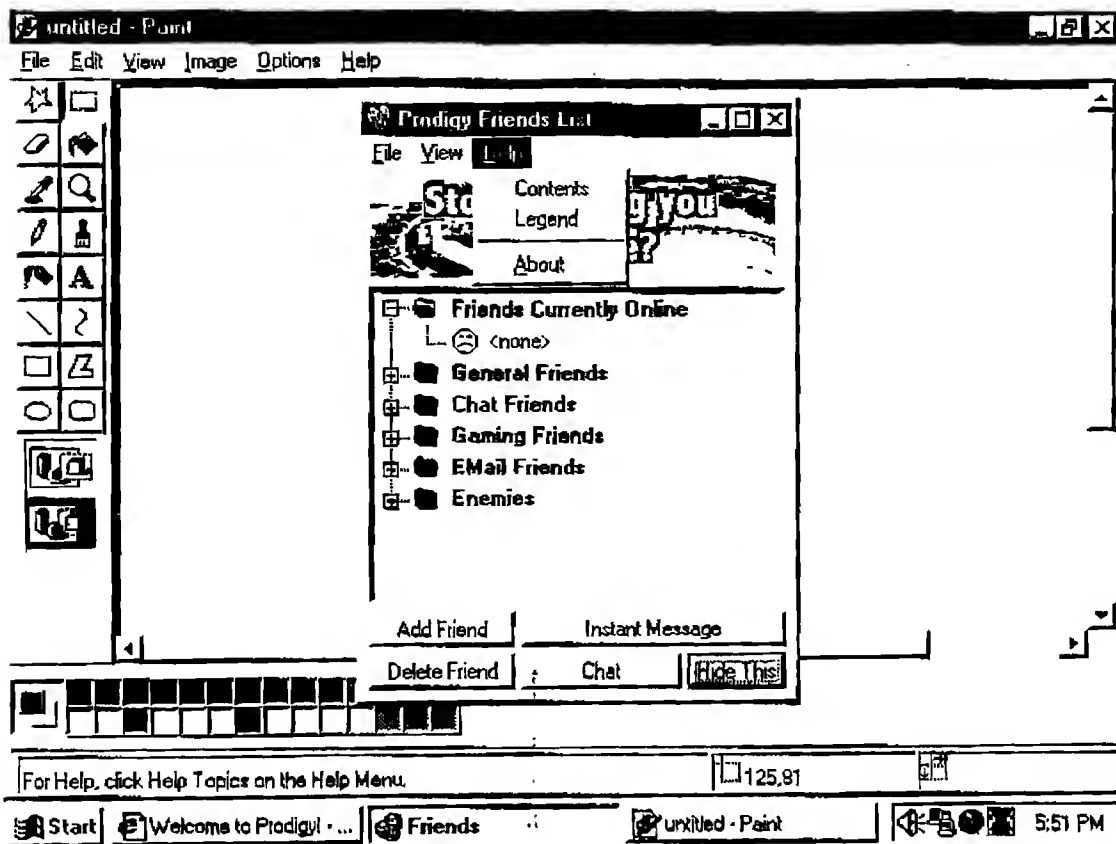
☐ Open file when download is complete

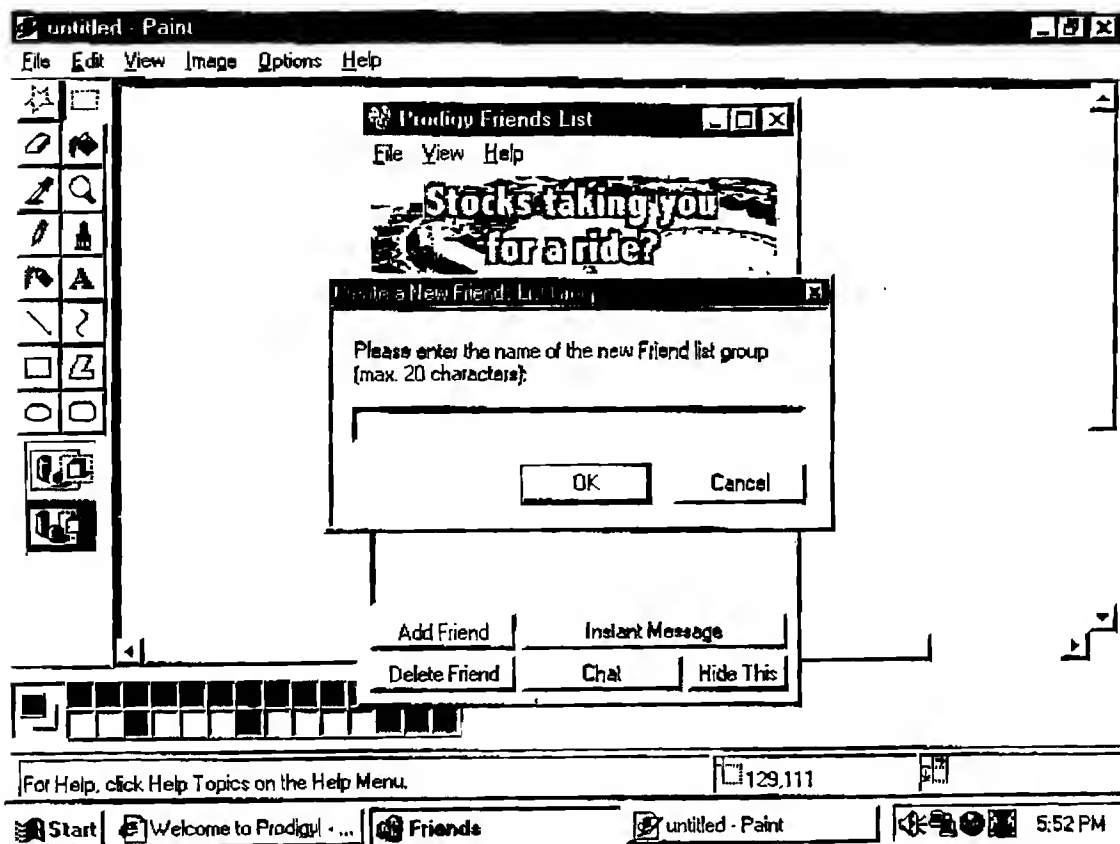
Pause Cancel











Friends List Preferences

☐ Play Sound When a Friend Logs On.  
Online Sound Selected: <none> Browse..

☐ Play Sound When a Friend Logs Off.  
Offline Sound Selected: <none> Browse..

My Username: (ID) QACARSON

☐ Block Other Users from Adding me to their Friends Lists via my USERNAME

Select which nickname: [REDACTED]

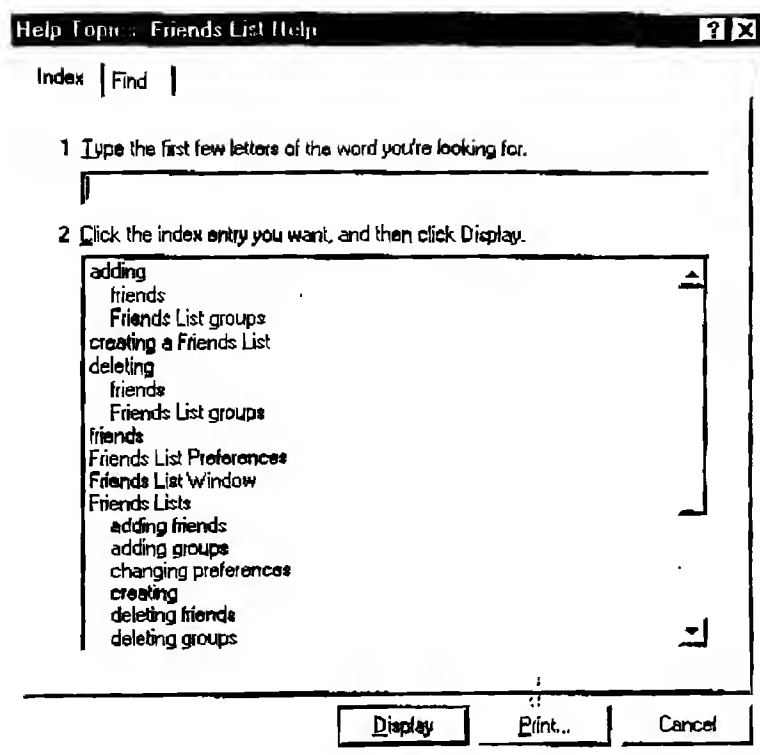
☒ Allow All Members to Add Me to their Friends Lists, and enable other users to receive alerts by this nickname coming online and offline.

☐ Block All Members from Adding Me to their Friends Lists, and disable other users from receiving alerts by this nickname coming online and offline.

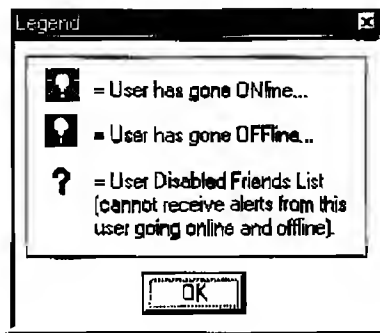
☐ Display Friends Logon/LogOff Alert Box for 5 seconds then close.

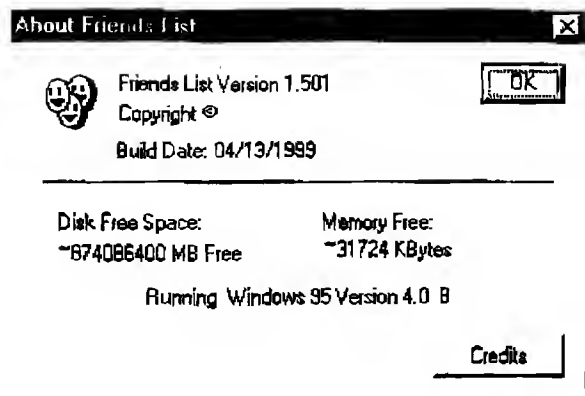
☐ Start Friends List upon Logon..

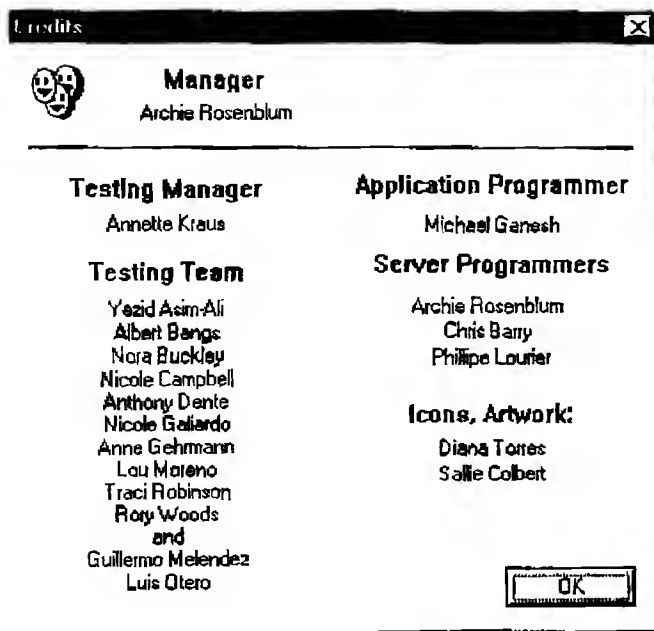
OK Cancel











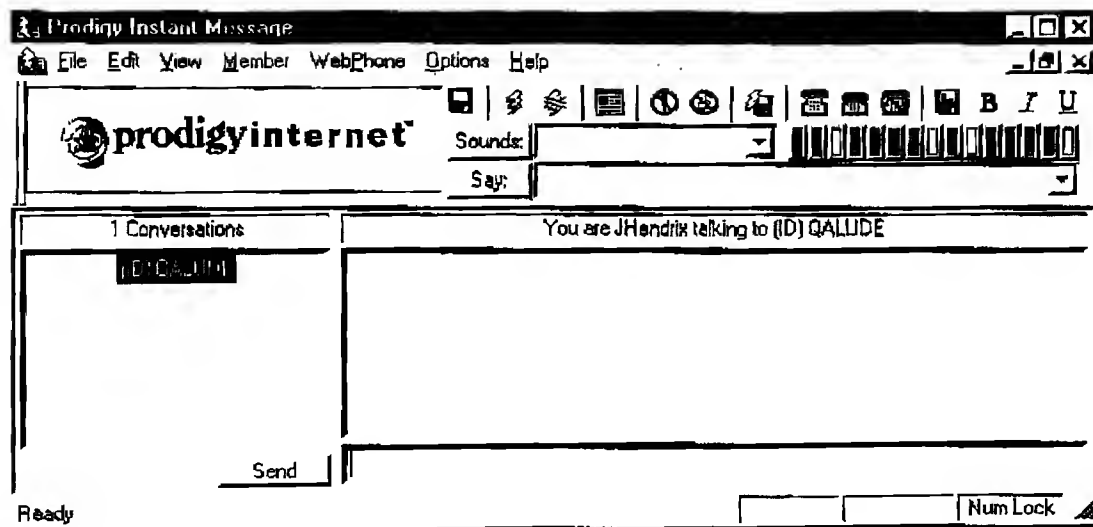
Add a New Name

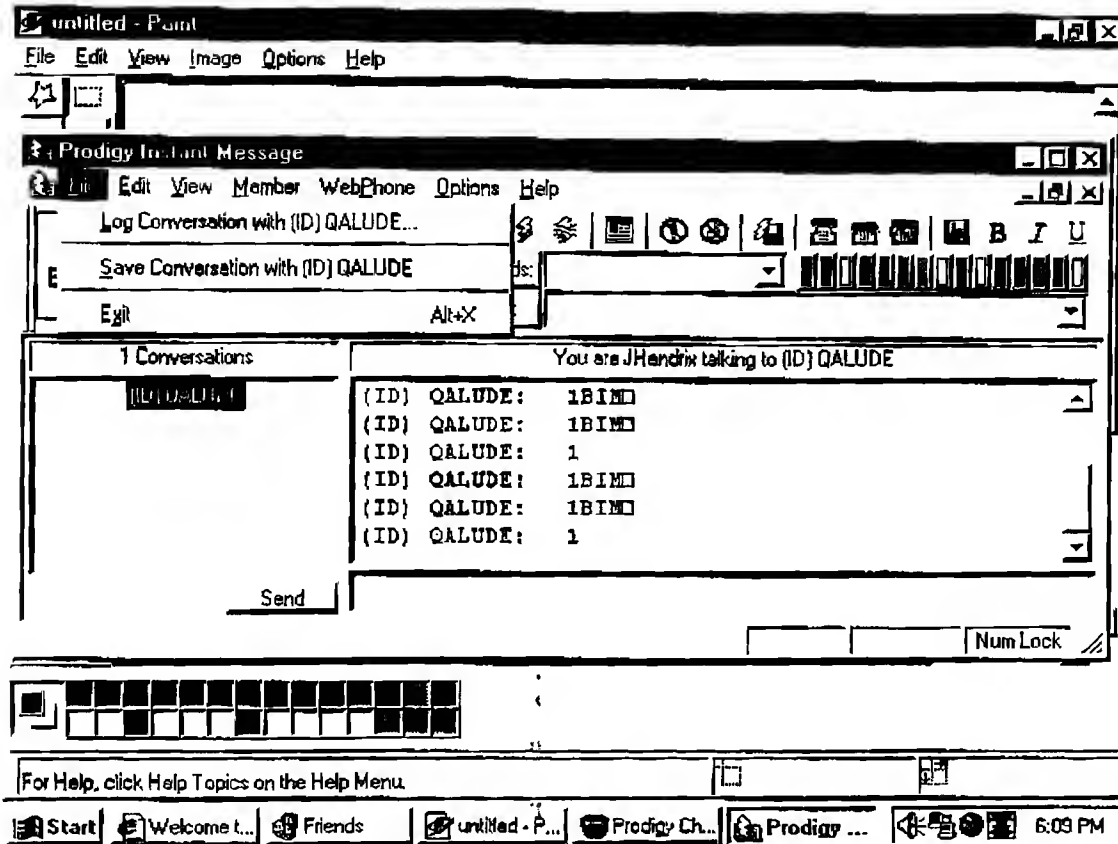
Please enter the name of the new friend you wish to add to this group (max 20 characters):

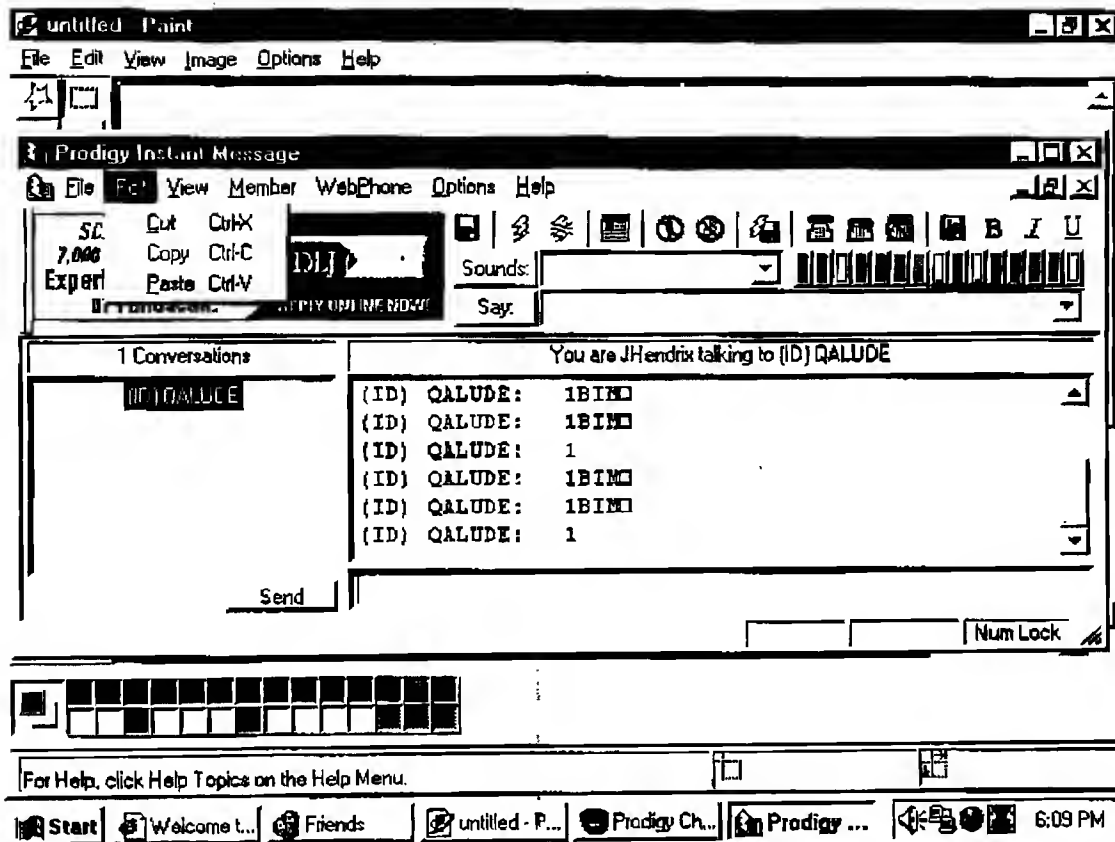
☒ This is a nickname.

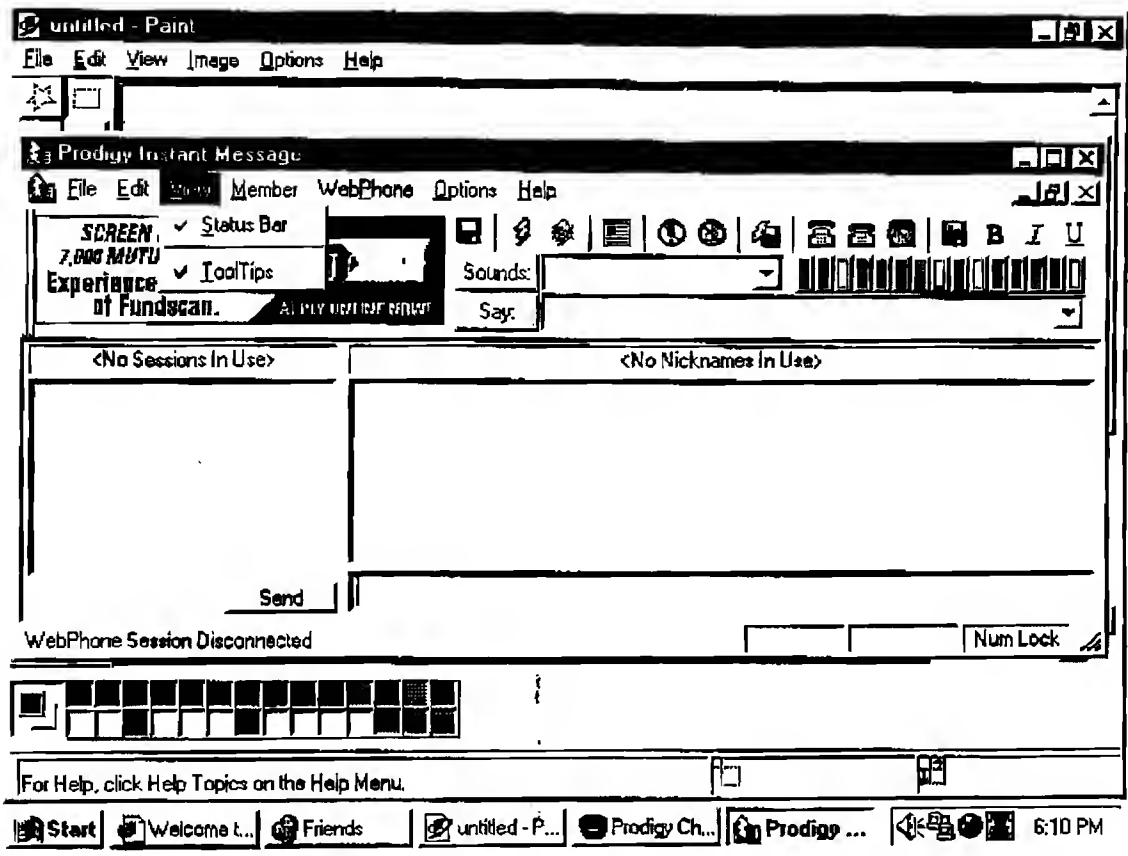
☐ This is a Prodigy Internet username.

OK Cancel

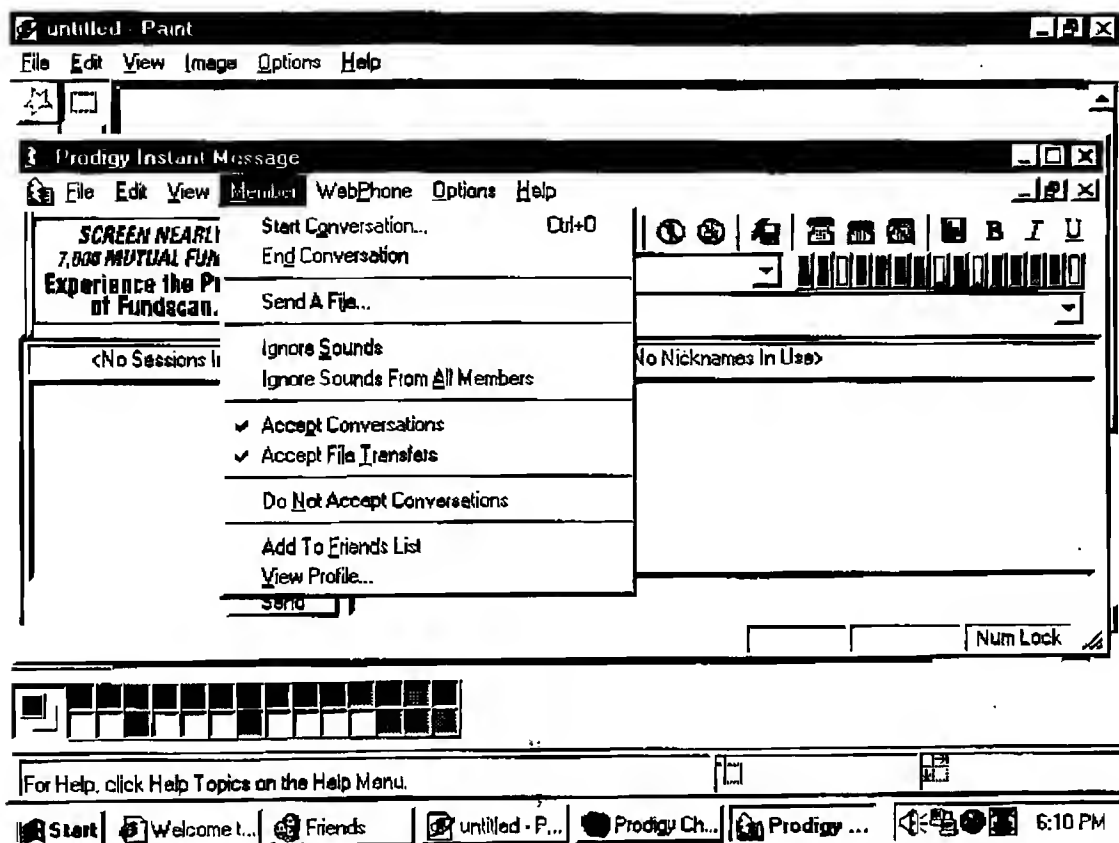


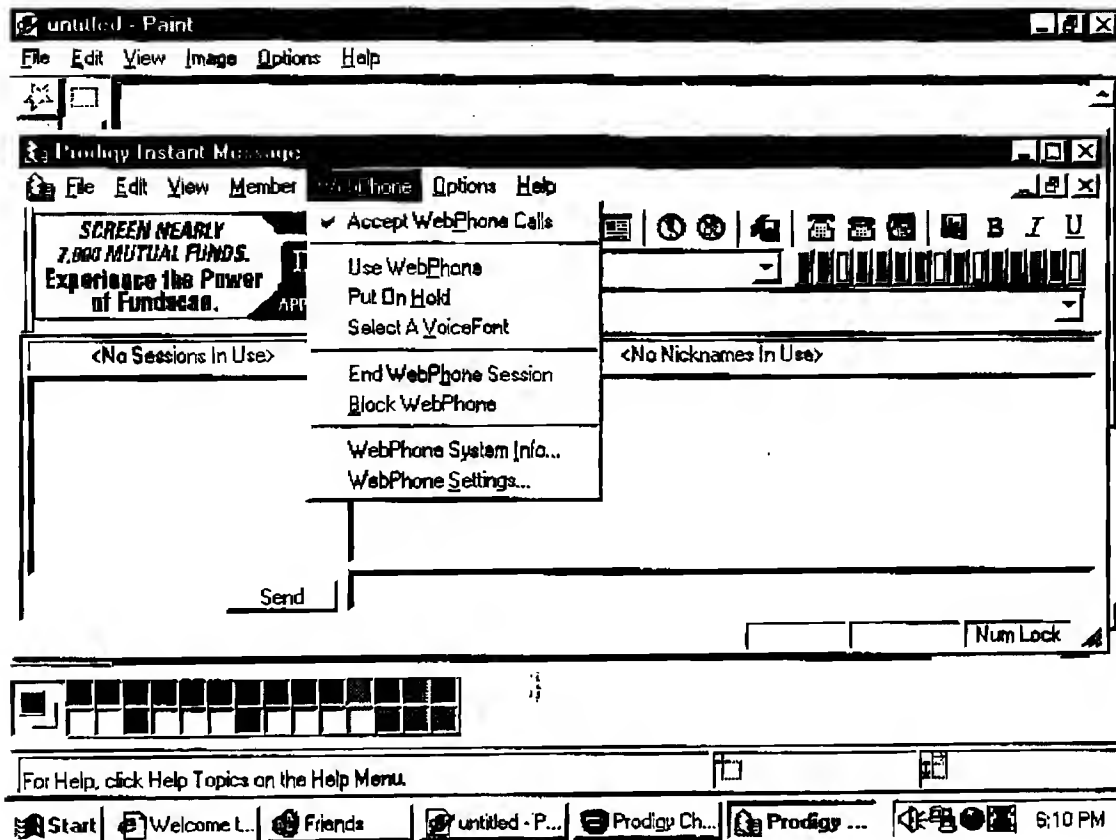


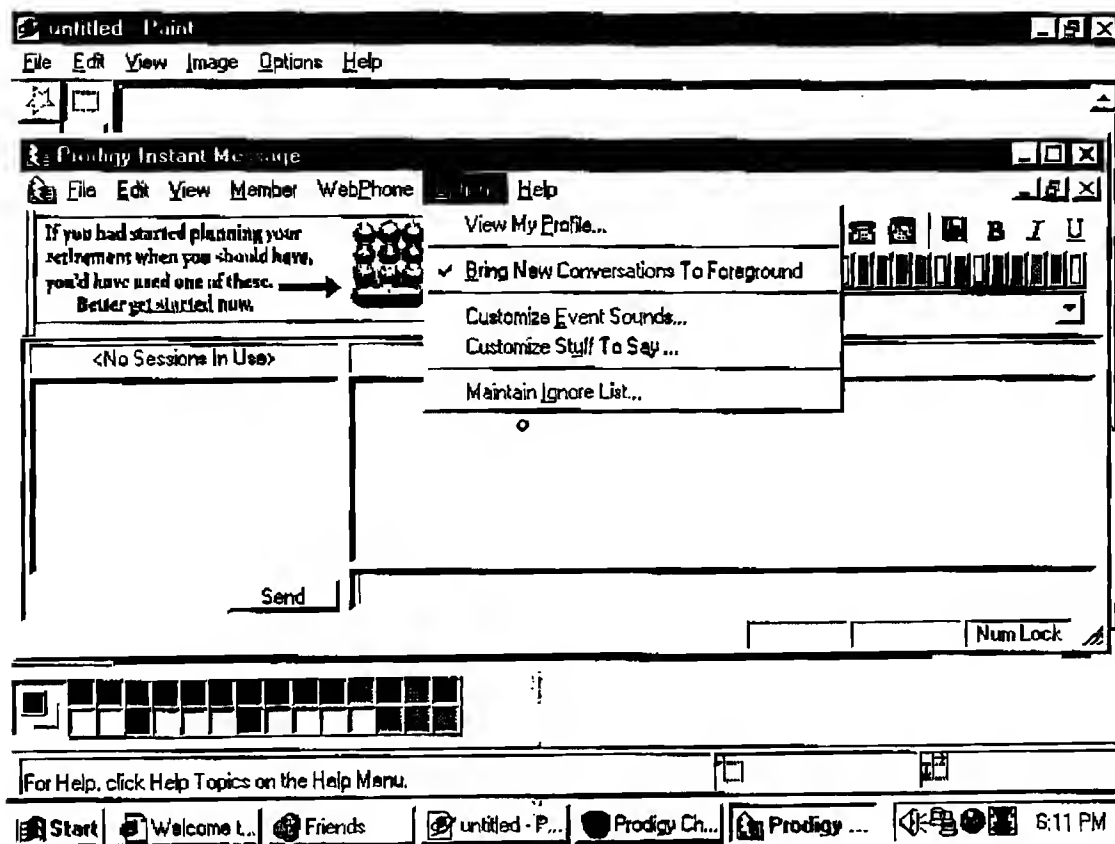


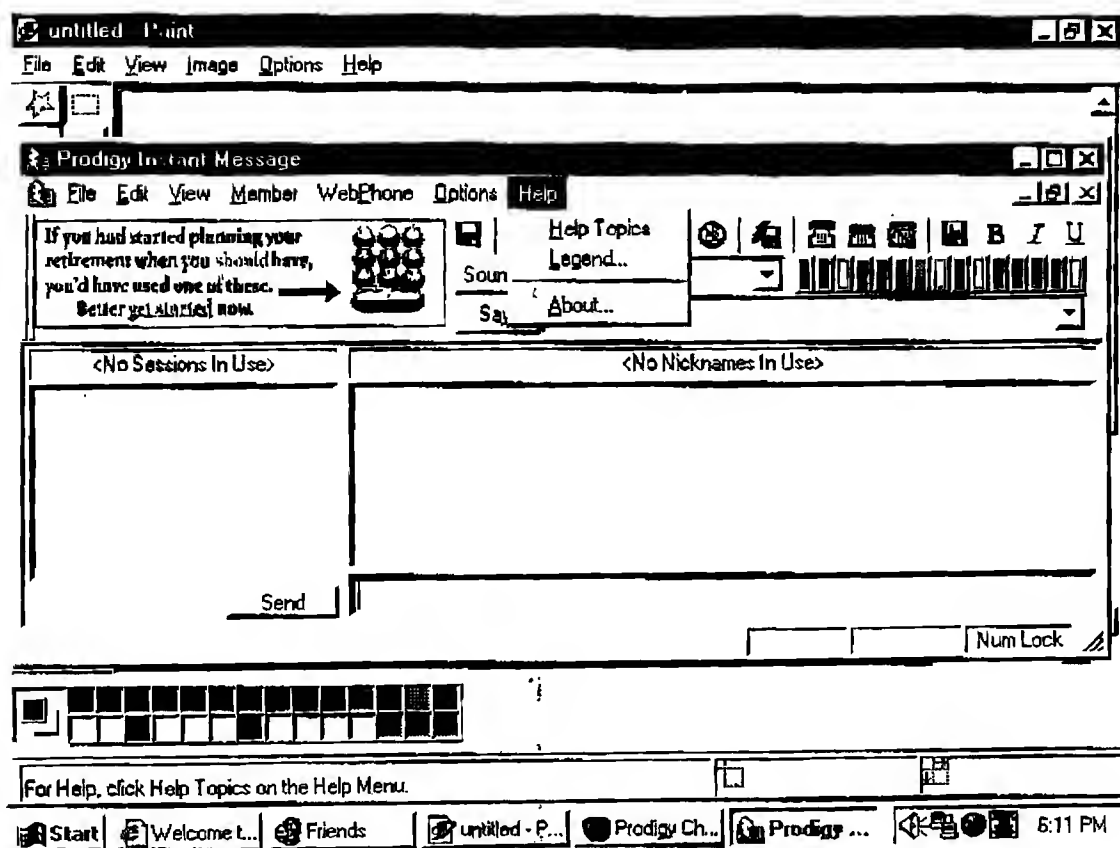












Start One-On-One Conversation

Connect To:

☒ This is a Nickname  
☐ This is a Prodigy Internet Username

Enter a Nickname or Username, or click the drop-arrow to select one from your Recent Connections List.

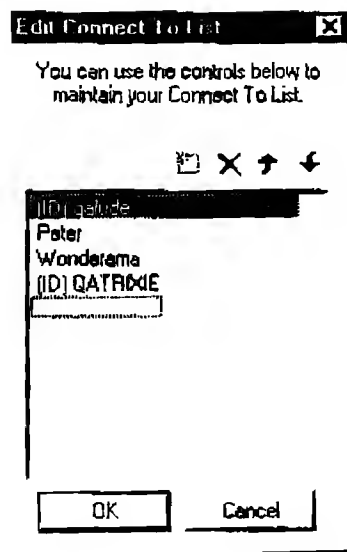
[Edit "Connect To" List](#)

As:

JHendrix

Click the drop-arrow to select the Nickname that you will use to connect to the above user, or just use your Username.

Connect Cancel



My Prodigy Profile

File Help

Username Options

JHendrix

Basic Info | Other Info | Game Skills | Security

My Username:  
QACARSON

Nickname:  
JHendrix

Language:  
N/A

Region:  
N/A

Occupation:  
N/A

Gender:  
☐ Male  
☐ Female  
☒ N/A

Marital Status:  
☐ Single  
☐ Married  
☐ Separated/Divorced  
☒ N/A

Add Nickname Delete Nickname

OK Cancel

My Prodigy Profile

File Help

Username Options

JHendrix

Basic Info | Other Info | Game Skills | Security

Profile Nickname:  
JHendrix

☐ Allow others to see my Username.

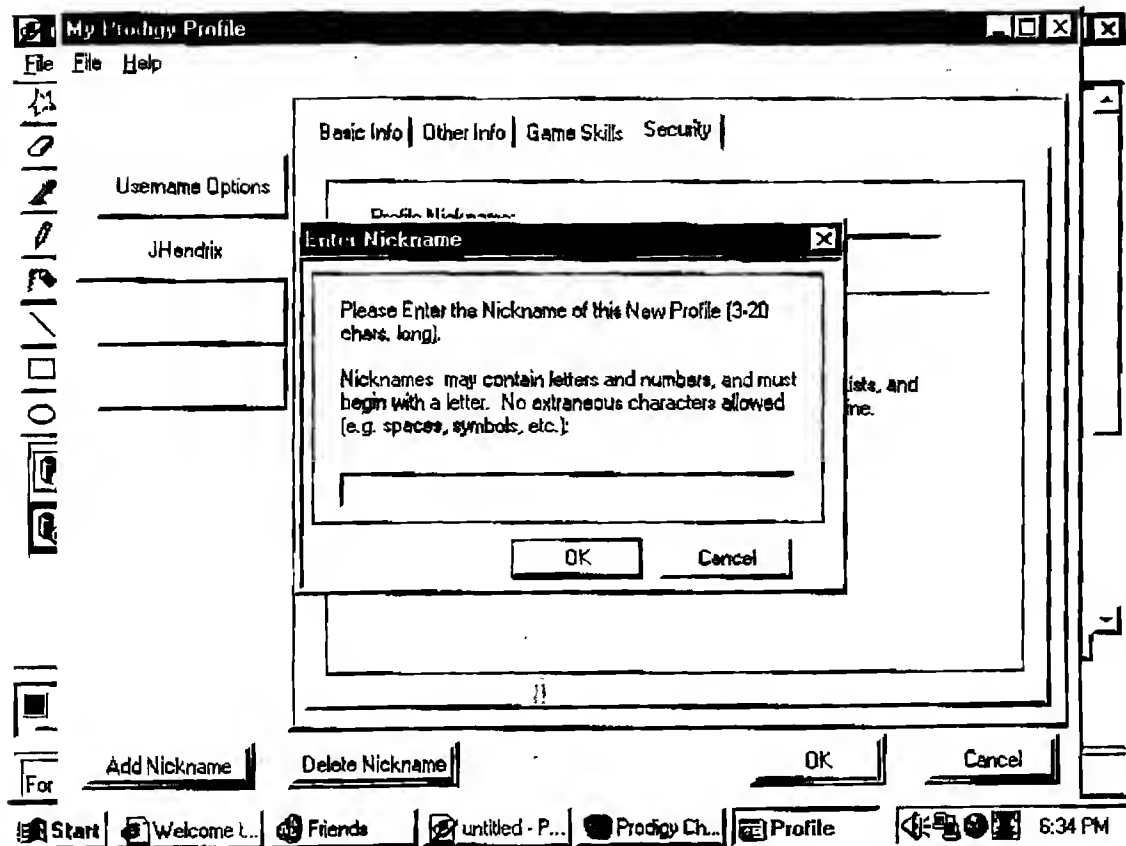
☐ Disable others from adding this Nickname to Friends Lists, and being alerted by this Nickname coming online and offline.

☐ Disable Instant Messages to this Nickname.

Add Nickname Delete Nickname

OK Cancel





My Prodigy Profile

File Help

Username Options

JHendrix

Basic Info | Other Info | Game Skills | Security

Age:

Favorite Songs:

N/A

Interests:

N/A

Quote To Live By:

N/A

My Web Page:

N/A

Add Nickname

Delete Nickname

OK

Cancel

My Prodigy Profile

File Help

Basic Info | Other Info | Game Skills | **Security**

Username Options

JHendrix

Favorite Games:

AAA

Add Nickname Delete Nickname OK Cancel

## How to use PIM.txt

COPIED FROM <http://pim.prodigy.net> on 5/7/99

[Image]

Please PRINT these instructions before proceeding.

[Image]

Installation Time: 10-20 minutes. [Image]

NOTE: PIM requires a Windows 95 or Windows 98 operating system. It is currently not available for Windows 3.1 or Mac OS.

[Image]Download Prodigy® Instant Messaging™ (PIM)

1. Choose "Click to Download" in the menu on the left. [Image]  
You'll be asked to type your e-mail address and agree to the Prodigy Instant Messaging Beta Agreement. Once you agree to these terms and conditions, you'll be taken to an instruction page similar to this, but with a link to download Prodigy Instant Messaging.
2. Choose ONE of the following download options:  
  
OPTION A (NOTE: Your browser may not support this option)
  - o Choose "Run this program from its current location"
  - o Choose "YES" on the security window to download "pim200.exe"
  - NOTE: Disregard the time-indicator window, as the "time-left display" may be inaccurate.
  - o When the "welcome" screen appears, remain online. See "Installing Software" below for further instructions.  
OPTION B
  - o Choose "Save this program to Disk"
  - o Save "pim200.exe" to the folder of your choice.
  - o Remain online. Find and double-click on "pim200.exe"
  - o The "welcome" screen will appear. See "Installing Software" below for further instructions.

[Image]Install Prodigy Instant Messaging (PIM)

4. Click "Next" on the "welcome" screen to continue. [Image]
5. Click "Next" on the "Destination Location" screen to install the software to the default folder.  
If you prefer, choose "Browse" to install to a folder of your choice.
6. Click "Next" on the "Start Installation" screen to continue.  
NOTE: Disregard the time-indicator window, as the "time-left display" may be inaccurate. Download time is approximately 10-20 minutes.
7. The "Installation Complete" screen will appear. Click "Finish" to continue. See "Using PIM" below to learn how to use PIM.

[Image]Use Prodigy Instant Messaging (PIM)

Detailed "Help" information is available from the help pull-down menu in each PIM window. Click on the following subjects for details and instructions.

## How to use PIM.txt

About PIM  
 Creating a Nickname  
 Sending Instant Messages  
 Sending Files  
 "Phoning" a Friend  
 Other PIM Menu Options  
 Other PIM Window Components  
 Receiving Instant Messages  
 Using Prodigy Friends™  
 Sending Instant Messages to AIMSM (AOL Instant Messenger™) Members  
 Creating an AIM Profile

## ABOUT PRODIGY INSTANT MESSAGING (PIM)

Prodigy Instant Messaging (PIM) lets you send immediate, private messages to multiple users who are currently online. In addition, you can send and receive text in different styles and colors, glyphs (little pictures), sounds\*, and files or have a real-time two-way voice conversation\*. You can even disguise your voice with voice fonts!

\*Special hardware required for sound files and webphone conversations.

## CREATING A NICKNAME

Before you can use PIM, you must create a nickname. To create a nickname:

NOTE: If you've already created a nickname for Prodigy Chat™, you will automatically see the Prodigy Friends window. If you see this window, proceed to "SENDING INSTANT MESSAGES" below.

1. Sign on to Prodigy Internet and start PIM by using the Windows Start Menu or by single-clicking on the PIM icon in your windows system tray (located on the windows taskbar in the lower-right corner of your screen).
2. Enter your desired nickname, then click "OK,"
  - o Nicknames must be 3-20 characters and begin with a letter.
  - o Spaces, hyphens, and underscores may not be used.
  - o For your privacy and security, we recommend that you DO NOT use your last name as all or part of your nickname.

If the nickname you create is already in use, simply add numbers to the beginning, middle, or end to make it unique. You can always change your nickname later and create additional nicknames (up to three).
3. After you have entered an available nickname, the "Prodigy Friends" screen appears. The "Prodigy Friends" screen is PIM's "Main Menu." From here, you can access all of PIM's features.

Return to "USING PIM" menu

## SENDING INSTANT MESSAGES

To send an Instant Message, you must know the member's exact user name or nickname. The Friend's list is a handy place to store the nicknames and usernames of all your message recipients -- it even shows which friends are online! For more details on adding friends to the list, click here. To send an Instant Message:

- \* Click "Instant Message" on the Friends menu, the Start menu, or the system tray, or highlight an online friend and click "Instant Message" on the Friend's list. The Instant Message Window will appear.
- \* Click the Member Menu, drag the arrow pointer down to "Start

## How to use PIM.txt

Conversation," and release. Or click the "Start a One-on-One Conversation" button on the toolbar. The "Start Conversation" window will appear.

- \* Enter the nickname or user name of the member whom you'd like to instant message, select the nickname you want to use, and click "Connect."
- \* When your friend responds, the Instant Message window will appear and his or her message will display in the main text box.
- \* To disconnect, click on "End Conversation" in the Member Menu or the PIM window toolbar.

Return to "USING PIM" menu

## SENDING FILES

NOTE: You must be connected with a member before you can send that member a file.

- \* Choose "Send a File..." from the Member Menu of the Instant Message Window.
- \* Choose a file from your directory and click "Open."
- \* Enter a brief description of your file and wait for the receiver to accept the file. You will then see the progress of your file transfer.

[Image]

Return to "USING PIM" menu

## "PHONING" A FRIEND

If you have the necessary hardware, you can use the WebPhone Menu to call a member who is currently connected. Choose "Use WebPhone" from the "WebPhone" Menu or click the "Call" button on the toolbar. WebPhone even lets you put friends on hold while you chat with others or disguise your voice by defining a VoiceFont. VoiceFonts can be used to maintain anonymity, distort your voice, give you a child-like voice, or make your voice higher or lower.

[Image]

To define VoiceFonts:

1. Choose Select a VoiceFont from the WebPhone menu.
2. To use VoiceFonts click Use a VoiceFont.
3. Choose a VoiceFont family.
4. Choose a VoiceFont name.
5. To test the VoiceFont, click Test VoiceFont.
6. Click Set VoiceFont.

For more details on using WebPhone, see "Instant Messaging Help." WebPhone, an IP telephony interface, and VoiceFonts are based upon Voxware Inc. Technologies.

Return to "USING PIM" menu

## OTHER PIM MENU OPTIONS

- \* Use the File Menu Options to log, save, or print Prodigy Instant Messaging sessions.
- \* Use the Edit Menu to cut, copy, and paste selected items.
- \* Use the Options Menu to create a library of frequently-used text, glyphs, and sound items, to temporarily block messages from other members, to view your profile, and more.

[Image]

## How to Use PIM.txt

- \* Use the Member Menu to send messages, accept or prevent receipt of text and sounds, accept or prevent file transfers from other members, view a member's profile, and add a member to your Friend's list.
- \* Use the View Menu to:
  - o Display or hide the toolbar and status bar.
  - o Set preferences that alert you when friends come online and let you control the information received by your friends when you come online.
  - o Manage your nicknames (up to three Prodigy chat nicknames plus one AIM profile) and create individual nickname profiles that other friends can see.
  - o Set options such as prohibiting others from seeing your user name, prohibiting others from adding your nickname or user name to their Friend's lists, and disable Instant Messages to your user name and any or all of your nicknames.
- \* Use the Webphone Menu to place webphone calls, block phone calls from members, and define WebPhone settings such as speaker volume, microphone sensitivity (VOX activation level), and Automatic Gain Control (audio quality).  
 NOTE: Prodigy Instant Messaging is a tool designed to allow users to be notified when their instant messaging friends are online as well as communicate with them. Please keep in mind that in building your profile, and thus allowing access to your friends, you are putting this information in the public view. This is true for both the PIM and AIM tools. Carefully select what information you want available to others.

Return to "USING PIM" menu

## OTHER PIM WINDOW COMPONENTS

- \* The Sessions Box displays names and gender (if enabled) of members currently connected to you through PIM. For WebPhone conversations, an active or on-hold phone symbol is displayed. Click on the "Speak" button to talk to that person.
- \* The "Sounds" Box and "Say" Box let you select and send pre-saved items from your libraries.
- \* The "Messages" Box displays the most recent messages that you have sent and received for the displayed nickname.
- \* Use the "Textbox" to type text and send any glyphs.
- \* The "Formatting" buttons let you add color to and bold, italicize, underline, and format your message.

Return to "USING PIM" menu

## RECEIVING INSTANT MESSAGES

The Instant Message window will automatically appear when another user sends you an Instant Message.

Return to "USING PIM" menu

## USING PRODIGY FRIENDS

The Prodigy Friends list, in addition to being the [Image]  
 "launching pad" for all PIM features, is a handy place to store frequently-used nicknames and user names. Things to remember when using the Prodigy Friends list.

- \* Each folder in the Prodigy Friends list is called a "list

## How to use PIM.txt

- group"
- \* "Friends Currently Online" is the only permanent list group. The others have been provided for your convenience but can be changed or deleted. If friends in any of your list groups are currently online, their nickname or user name will appear in this folder.
  - \* You can add a friend's Prodigy Internet user name or nickname to your Prodigy Friends list.  
To add a friend:
    1. Click on one of the list groups, then click the "Add Friend" button. Enter the chat nickname or user name (do not include "@prodigy.net") of the Prodigy Internet member you wish to add. Don't worry if you don't know which characters are upper or lower-case.
    2. Click to indicate "nickname" or "username," then click "OK."
- [Image]
- \* User names in the list are prefixed by "(ID)." You do not have to enter this prefix when adding friends.
  - \* Single-clicking on the plus or minus sign to the left of the list group name opens or closes the list so you can view its contents.
  - \* If your friend is currently online, a yellow lightbulb will appear next to the friend's name. When your friend is offline, a gray lightbulb will appear. A question mark will appear when your friend has disabled this function for his or her nickname.
  - \* You can:
    - o move friends between list groups by selecting and dragging.
    - o delete friends by selecting and clicking delete.
    - o add and delete friends and list groups through the File menu, or by right-clicking on the name of the friend or list group and choosing the desired option from the resulting pull-down menu.

Return to "USING PIM" menu

## SENDING INSTANT MESSAGES TO AIM (AOL Instant Messenger) USERS

With PIM, you can communicate with Prodigy Internet Members and AOL Instant Messenger (AIM) users! To do so, you must first create an AIM profile.

NOTE! Prodigy Instant Messaging is a tool designed to allow users to be notified when their instant messaging friends are online as well as communicate with them. Please keep in mind that in building your profile, and thus allowing access to your friends, you are putting this information in the public view. This is true for both the PIM and AIM tools. Carefully select what information you want available to others.

Return to "USING PIM" menu

## CREATING AN AIM PROFILE

- [Image]
1. Click the Prodigy Friends "View" drop-down menu, then select "My Profile."
  2. Click the "AIM" button in the upper right corner of the "My Profile" screen.
  3. Click the "Create Account" button. If you receive a message saying that the "Create Account" feature is not available at the present time, click "OK" and "Cancel." Then reselect "My



## How to use PIM.txt

Profile" and try again.

If you already have an AIM screen name and password, enter them here, click "OK," and skip to Step 7 below. The "Help" button on the AIM Profile screen does not work at this time.

4. On the AIM Enrollment screen, enter your desired screen name (3-10 characters long, beginning with a letter), password, and your e-mail address. Click "Enroll" to continue.

NOTE: The e-mail address must be accurate -- AOL sends a confirmation letter that you must respond to in order to keep your AIM account active. Your e-mail address will not be visible to AIM members unless you select an option to make it visible.

If you receive a "Registration Notice" error, click "Yes." Complete the AIM Registration form, submit it, then return to your profile screen by clicking the "Profile" button on your Windows taskbar. Complete the AIM screen name and password fields, then click "OK" and proceed to Step 7.

5. Click "OK" on the confirmation screen.
6. Click "OK" on the Profile screen.
7. Shut down PIM, and then restart it. The AIM Friends list group should appear. Add your "AIM Friends" to this list group. For more details on adding and deleting friends, click here.

If you register for AIM via the AOL web site, you do not need to download the product.

## Return to "USING PIM" menu

Prodigy is a registered trademark and Prodigy Internet, Prodigy Instant Messaging, Prodigy Chat, Prodigy Friends, and "PIM" are trademarks of Prodigy Communications Corporation. AOL is a registered service mark and AIM and AOL Instant Messenger are service marks of America Online, Inc. Other names are trademarks or registered trademarks of their respective owners.

© 1999 Prodigy Communications Corporation. All rights reserved.

## **PIM Beta II Requirements**

### Web Site Changes / Updates – Rob Hamerall

- PIM logo/branding updated
- Split up the "how to use" information button on the web site into three categories with limited information ~ so as not to be overwhelming to the user.
  1. How to download and install (graphics should not appear "hot") Specify By Browser
  2. PIM functionality (description of IM, how to IM, Friends, Chat, and Profile)
  3. Other features (file transfer, sounds, sayings, Webphone, etc.)
- \* Clarify copy to explain more clearly about the installation.

### Application Updates – Kevin Donovan

- Pre-populate the Friends box with "AOL Instant Messenger Friends" list category regardless if the PIM user is a registered AIM user or not. If the PIM user has not registered with AIM a dial box will appear for the user to register upon choosing to add a friend.
- Update the default highlighted Friends category "General Friends" instead of "Friends Currently Online" so new users can easily add new friends.
- Work a solution that will automatically launch Friends list after installation - currently users not sure which application to launch first.
- Work a solution that gets rid of the "disable all applications - error screen" when users modify usernames in "My Profile" box.
- Add the "read here" statement in addition to the "write here" statement to IM screen upon first usage.
- Replace username option in "My Profile" with "ID XXXX." This is so the user understands this is their PI email address.
- Modify sounds/sayings so just the copy remains and it activates the drop-down menu. In addition, if user tries to add sayings in the drop-down box it will connect user to the "edit stuff-to-say" area.
- Verify and pre-populate appropriate sounds as defaults in PIM. In addition, investigate adding a sound when a user minimizes the IM screen and receives an IM. This action would be synonymous with the blinking IM button in the taskbar.
- Member profile available through right-click.
- Add a check in the "activate PIM upon start-up" so users do not have to activate, then inactivate to get rid of it in start-up.
- Fix the "error 46".
- Update client (Webphone) with latest Voxware SDK

### Development / Testing

- Updating existing help files
- Testing support

### Legal

- Review and approval of all web site and client screen updates
- Approval of FAQ's to add to site

### Bulk Mailer

- Scheduling and execution of bulk email to member base on 6/24 – Elaine Lampkin / Peter Kaytes

### Marketing Communications

- Beta II email to entire member base – Lisa Tantillo / Karin Pfaff
- TWAPI on 6/26/99 – Karin Pfaff
- Welcome Center Links (ex AOL, Classic, Newbie) – Karin Pfaff
- Excite rotating message – Karin Pfaff
- Personal Value Center Link – Rashmi Diwan
- Featured Services – Karin Pfaff
- Classic Migration Hub – Lisa Schnapper
- "What's Hot" in Member Center – Karin Pfaff
- Web PC Link – Lee Spagnolo

### Customer Service

- Training and support documentation – Joe Berkowitz / Amelia Zepplieri-Henry

## pim checklist.txt

PIM - Prodigy Instant Messaging  
CHECKLIST - revised 5/3/99

## NEW ITEMS TO CHECK ON v2.0:

- New name of "Prodigy Instant Messaging" (instead of "Prodigy Instant Message")
- WebPhone
- PIM instead of CNG (except for install directory name)
- Beta Feedback option in Help of Chat, IM, and Friends
- Spanish wav files
- Spanish Stuff to Say
- 70/30% Display Text to Send Text ratio on initial IM start
- Arial 11 point font default in IM and Chat.
- The ability to launch a welcome page the first time PIM is run.
- The beta site will be located at pim.prodigy.net. Please check with IE3,4,5 and NS3,4.

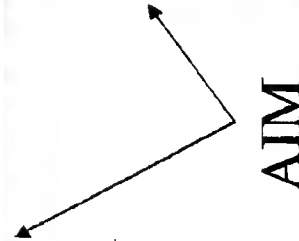
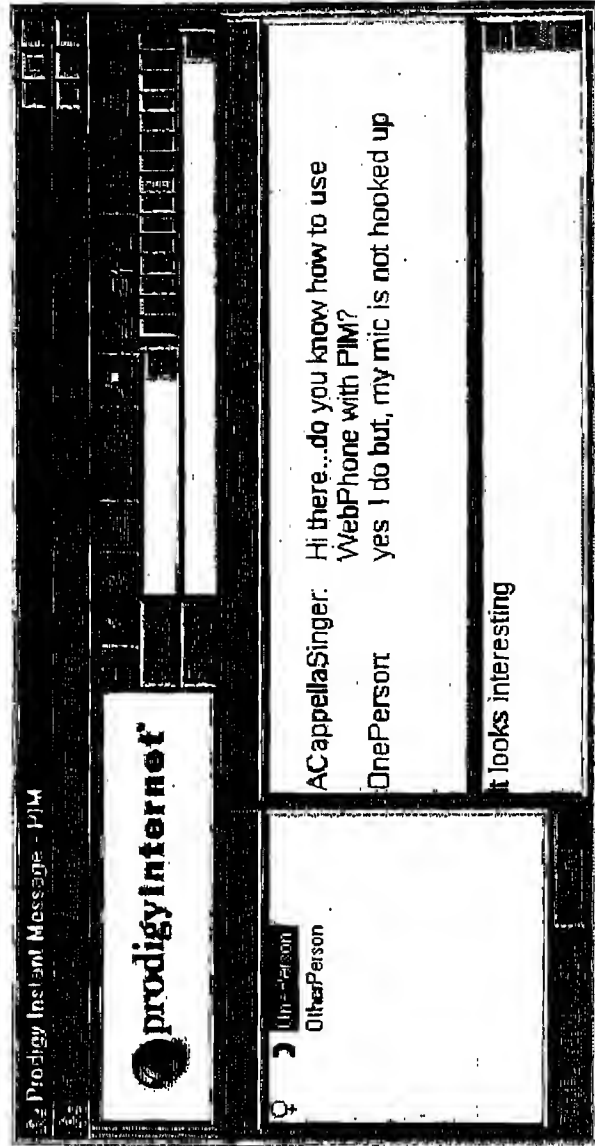
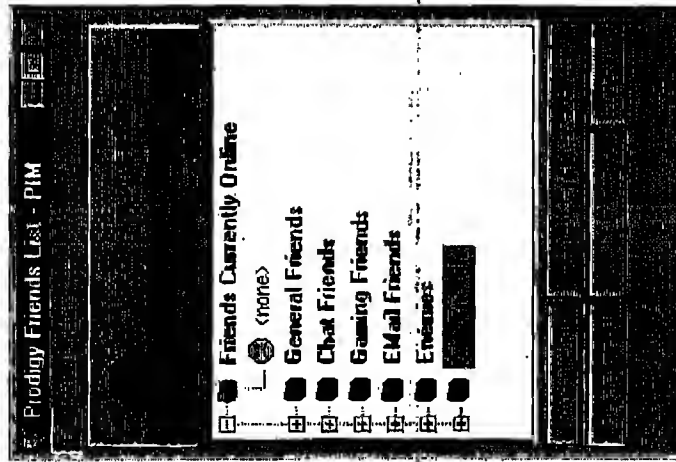
## PLEASE ALSO CHECK:

- Download
- Install / Uninstall, then verify PI kit still works.
- Install to non-standard directory, use CNG, then Uninstall.
- Sign on with a non-chat-enabled PI username, then enroll a Chat nickname.
- Any problems signing on with a non-chat-enabled PI username containing underscore, hyphen, or dot in the username?
- Create multiple nicknames and sign on with each.
- Add / Delete Friends and Friends List groups.
- Create AIM profile, use AIM Friends List (NO LONGER requires restart of CNG).
- Friends List Preferences: Check "log on/log off" announcement sound files, Username blocking, Nickname blocking.
- Profile: Play with Username Options screen.
- Profile: Play with Security tab options for individual nicknames.
- Save changes to multiple PI nickname profiles (use a single click on OK button to effect changes made to all nicks).
- IM (initiate, receive)
- During IM session, block IMs sent to (a) PI username, (b) PI chat nickname.

pim checklist.txt

- File Transfer (initiate, receive, cancel send, cancel receive).
- WebPhone: We know it doesn't work, but does trying it lock you up or cause other problems?

# Prodigy Instant Messaging Mock-Up



October 2, 1999

Discussion Piece -- PRODIGY CONFIDENTIAL

## PIM FAQ.TXT

PIM FAQ.txt  
Peter Nemarich  
5/12/99

## =====

## CATEGORIES CURRENTLY IN "HOW TO USE PIM":

Download  
Install  
Use PIM  
About PIM  
Creating a Nickname  
Sending Instant Messages  
Sending Files  
"Phoning" a Friend  
Other PIM Menu Options  
Other PIM window Components  
Receiving Instant Messages  
Using Prodigy Friends™  
Sending Instant Messages to AIM Members  
Creating an AIM Profile

## ADDITIONAL CATEGORIES NEEDED FOR FAQ:

General Questions  
Text Appearance  
Sounds  
Sayings  
Uninstall  
Chat (bare minimum; refer to Guidelines and Help file)

## =====

## ///// FAQ TIP /////

## =====

## Use Your Browser to Help You Find Specific Words On This Page

From your browser's drop-down menu, click Edit, then Find. Type in the word or phrase you are looking for, then press Enter. Before entering a new searchword, close the Find window and click on a non-linked area at the top of the page, which will reset the search from the top of the page.

## =====

## ///// DOWNLOADING PIM /////

Q: What are the system requirements for using PIM?

A: PIM requires a Windows 95 or Windows 98 operating system. It is currently not available for Windows 3.1 or Mac O/S. You must be connected to Prodigy Internet in order to use PIM.

## =====

## ///// INSTALLING PIM /////

Q: Why do I get an Authenticode security warning at the beginning of the PIM installation?

A: This warning can be ignored for the beta test. It appears only if you choose

## PIM FAQ.txt

"open the file from its present location" when downloading pim200.exe. When the beta test ends and a final release of PIM is ready, the warning will no longer appear.

=====

///// GENERAL QUESTIONS /////

=====

Q: Can anyone use PIM?

A: Only Prodigy Internet members can use PIM. However, PIM users can communicate instantly with anyone who uses AOL's AIM (AOL Instant Messenger) software.

-----

Q: Is there any additional charge for using PIM?

A: No. PIM is included free with your Prodigy Internet membership, and there is no additional charge to use it. Of course, you are responsible for any local or long distance telephone charges that you incur to access Prodigy Internet.

-----

Q: Does the person I'm chatting with also have to be using PIM?

A: No. A PIM user can chat with any other chat-enrolled Prodigy Internet member, regardless of what chat software the other party is using. In addition, PIM users can chat with anyone on the Internet who uses AOL's AIM (AOL Instant Messenger) software.

-----

Q: How do I prevent my Prodigy Friends list from starting automatically when I sign on to Prodigy Internet?

A: By default, your Prodigy Friends list will start automatically whenever you sign on to Prodigy Internet. However, you can prevent it from starting automatically if you wish:

1. From the Prodigy Friends screen, select the <View> drop-down menu, and click Preferences.
2. At the bottom left corner of the screen, check the box that says, "Start Friends List upon Logon". Click OK.
3. Again click View, Preferences. This time, UNcheck the box that says, "Start Friends List upon Logon". Click OK.
4. The Prodigy Friends list will no longer start automatically when you sign on to Prodigy Internet.

If you ever want to reinstate the Prodigy Friends autostart feature, just check the box that you unchecked in step #3 above, and click OK.

-----

Q: My friend is not a member of Prodigy Internet. Can I still chat with him or her?

A: Yes! If your friend can download and install AOL's AIM (AOL Instant Messenger) software, you can use PIM to send and receive Instant Messages with your friend.

-----

Q: Does PIM require a web browser?

A: No. The PIM software works independently of your web browser, and it does not require a web browser in order to run. In fact, you do not even need to have a web



## PIM FAQ.txt

browser open while you are using PIM.

(Possible exception: If you click on the "Web Page" button of a PIM user's profile, will that start your browser, or must browser already be running?)

-----  
Q: Will PIM run on a Mac or Windows 3.1?

A: PIM will only run on Windows 95 or Windows 98 at this time. (Is a Mac version in development?)

-----  
Q: Is PIM a Java-based program?

A: No.

-----  
Q: Can I launch PIM offline?

A: No. You must have an active dial-up connection to Prodigy Internet in order to launch any of the PIM components. However, you can view the PIM Help files offline. In your C:\Program Files\CNG directory, double-click on the files Chat.hlp, Friends.hlp, Imsg.hlp, and Profile.hlp.

-----  
Q: Can I use PIM if I'm signed on to an Internet Service Provider other than Prodigy Internet?

A: No. You must access PIM through a dial-up connection to Prodigy Internet.

-----  
Q: Can children use PIM?

A: As with any Internet software, children should be supervised by an adult when using PIM or any other Chat or Instant Messaging software.

-----  
Q: I do not want my children to use PIM without my supervision or permission. Can I block them from using it when I'm not around?

A: Cyber Patrol (R) is one of several programs that let you restrict your children's access to the Internet, including chat environments. Cyber Patrol (R) is free for all Prodigy Internet members and can be downloaded from <http://help.prodigy.net/enhance/win95/cyberpatrol.html>

-----  
Q: Can I use PIM to chat with a Prodigy Internet member who is using Prodigy's Java chat client?

A: Yes. However, Prodigy's Java chat client does not currently support file transfer, sounds, or formatted text.

-----  
Q: Can I use PIM to chat with Prodigy Classic members?

## PIM FAQ.txt

A: Yes. PIM users can use the Chat application to chat publicly or privately with Prodigy Classic members (identified by the prefix "pc~"). Prodigy Internet chat rooms will continue to be shared with Prodigy Classic chat rooms until Prodigy Classic is no longer available.

-----

Q: Can I use PIM to chat with people who are on other online services?

A: Yes! PIM users can communicate instantly with anyone who uses AOL's AIM (AOL Instant Messenger) software. Currently, AIM is available to anyone with a TCP/IP Internet connection.

-----

Q: Can I use PIM from a LAN connection?

A: No. You must be connected to Prodigy Internet via a dial-up connection in order to use PIM.

-----

Q: Where do I find detailed help for each of the PIM components (Chat, Instant Message, Prodigy Friends, Profile)?

A: Detailed "Help" information is available from the Help pull-down menu in each PIM window. Each PIM component has its own specialized Help file.

=====

///// NICKNAMES /////

Q: What's the difference between a username and a nickname?

A: USERNAME - Your Prodigy Internet username is the name you use to sign on to Prodigy Internet. (It is also the part of your e-mail address that comes before "@prodigy.net".) When displayed on the Prodigy Friends list, your username is prefixed by "(ID)" to indicate that it is a username and not a nickname. You cannot delete or change your username once it is created. You can have multiple nicknames, but only one username. Usernames are not case-sensitive.

NICKNAME - A nickname allows you to conceal your identity. You can have multiple nicknames which allows you to have multiple identities. Nicknames must begin with a letter and must be between 3 and 20 characters long. Nicknames cannot contain extraneous characters, such as spaces, hyphens, underscores, symbols, etc. A nickname cannot receive e-mail. Nicknames are not case-sensitive.

-----

Q: How do I create a nickname for the first time?

A: Before you can use PIM, you must create a nickname. To create a nickname:

1. Sign on to Prodigy Internet and start PIM by using the Windows Start Menu or by single-clicking on the PIM icon in your Windows system tray (located on the Windows taskbar in the lower-right corner of your screen).
2. Enter your desired nickname, then click "OK."
  - o Nicknames must be 3-20 characters and begin with a letter.
  - o Spaces, hyphens, and underscores may not be used.
  - o For your privacy and security, we recommend that you DO NOT use your last name as all or part of your nickname. If the nickname you create is already in use, simply add numbers to the middle or end to make it unique. You can always change your nickname later and create additional nicknames (up to three).

PIM FAQ.txt

3. After you have entered an available nickname, the "Prodigy Friends" screen appears. The "Prodigy Friends" screen is PIM's "Main Menu." From here, you can access all of PIM's features.

-----  
Q: How do I add or delete nicknames?

A: Click the Prodigy Friends <view> drop-down menu, then select My Profile. From this screen you can manage your nicknames. You can have up to three different nicknames associated with your Prodigy Internet username, plus one AIM (AOL Instant Messenger) screen name.

Another way to get to the Profile screen is to click the PIM icon in your Windows system tray. Look for this icon on the right side of your Windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the Windows "Start" button.) Just single-click the icon (either a right or left click) to see the menu of PIM options. Then select Profile.

-----  
Q: How many different nicknames can I have?

A: You can have up to three different nicknames associated with your Prodigy Internet username, plus one AIM (AOL Instant Messenger) screen name. You can add new nicknames or delete existing nicknames.

-----  
Q: All of my nickname choices were rejected. Why?

A: Your choices were unavailable either because another user is currently using the nickname, or because the nickname is reserved or prohibited. To increase your chances of finding an available nickname, try adding letters or numbers to it.

-----  
Q: If someone sends an Instant Message to my nickname, but I'm currently using a different nickname, will I still receive the Instant Message?

A: Yes, unless you have checked the option to ignore Instant Messages.

-----  
Q: Are nicknames permanent?

A: Any nickname that you choose will remain yours exclusively for as long as you maintain your Prodigy Internet account, or until you delete the nickname from your profile.

-----  
How often can nicknames be changed?

(Need to check with Kevin about this.)

-----  
Q: How many different nicknames can I have?

A: You can have up to three different nicknames associated with your Prodigy Internet username. You can add new nicknames or delete existing nicknames.

## PIM FAQ.txt

## =====

## ///// PROFILE /////

Q: What is a profile?

A: Your profile is made up of your username and up to three associated nicknames. You can add new nicknames or delete existing nicknames. You can define basic information for your profile, such as nicknames, gender, and marital status. You can also include other information such as your interests, favorite songs, and favorite games. You can also allow other members to see your username for e-mail, Friends Lists, and Instant Messages.

-----

Q: How do I create my profile?

A: Click the Prodigy Friends <View> drop-down menu, then select My Profile. From this screen you can define basic information for your profile, such as nicknames, gender, and marital status. You can also include other information such as your interests, favorite songs, and favorite games.

Another way to get to the Profile screen is to click the PIM icon in your windows system tray. Look for this icon on the right side of your windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the Windows "Start" button.) Just single-click the icon (either a right or left click) to see the menu of PIM options. Then select Profile.

You can have up to three different nicknames associated with your Prodigy Internet username, plus one AIM (AOL Instant Messenger) screen name.

-----

Q: Who can see my PIM nickname profile?

A: Only Prodigy Internet members using PIM can see your PIM nickname profile -- if you choose to create one. However, you are free to state as much or as little information about yourself as you wish. Because your nickname profile will be available to anyone who uses PIM, please be careful about the kind of information you state. For example, you should probably not show your last name or street address.

-----

Q: How do I look at a member's profile?

A: From within a Chat or Instant Message window, single-click on a member's nickname to select it. Then either click the <Member> drop-down menu and select "View Profile," or click the "View Profile" icon on the toolbar at the top of the window.

In addition, when using Instant Message, you can right-click a member's nickname and select "View Profile."

To view your own profile, you can either use the above methods, or click the system tray icon and select "Go To Profile," or from the windows taskbar click Start, Programs, Prodigy Instant Messaging, Profile. In addition, you can click the Instant Message <Options> drop-down menu and select "view My Profile."

NOTE: The "View Profile" option cannot be used with either Prodigy Classic nicknames (identified by the prefix "pc~") or AIM (AOL Instant Messenger) screen names (identified by the prefix "aim~"). You can only view the profiles of Prodigy Internet members.

## PIM FAQ.txt

=====

///// INSTANT MESSAGE /////

=====

Q: What's the difference between Instant Message and Private Chat?

A: Although both allow you to have a private, one-on-one conversation with another user, only Instant Message gives you the added ability to send files (without using e-mail), send sounds, and have WebPhone voice conversations. Both the sender and receiver must be using the PIM software in order to communicate via Instant Message.

-----

Q: How do I send/receive an Instant Message?

A: SENDING INSTANT MESSAGES - To send an Instant Message, you must know the member's exact username or nickname. The Friends list is a handy place to store the nicknames and usernames of all your message recipients -- it even shows which friends are online! To send an Instant Message:

1. Click "Instant Message" on the Friends menu, the Start menu, or the system tray, or highlight an online friend and click "Instant Message" on the Friends list. The Instant Message window will appear.
2. Click the Member menu, drag the arrow pointer down to "Start Conversation," and release. Or click the "Start a One-on-One Conversation" button on the toolbar. The "Start Conversation" window will appear.
3. Enter the nickname or username of the member whom you'd like to instant message, select the nickname you want to use, and click "Connect."
4. When your friend responds, the Instant Message window will appear and his or her message will display in the main text box.
5. To disconnect, click on "End Conversation" in the Member Menu of the PIM window toolbar.

RECEIVING INSTANT MESSAGES - The Instant Message window will automatically appear when another user sends you an Instant Message.

-----

Q: I don't want to receive Instant Messages sent to my username. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. My Profile
3. Username Options button
4. Check the box that says "Disable Instant Messages to my Username"
5. OK

-----

Q: I don't want to receive Instant Messages sent to one of my nicknames. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. My Profile
3. Click on the nickname you want to modify
4. Click the Security tab
5. Check the box that says "Disable Instant Messages to this Nickname."
6. OK

## PIM FAQ.TXT

## =====

## ///// FILE TRANSFER /////

Q: How do I send/receive files from within an Instant Message or Chat window?

A: SENDING FILES - NOTE: You must be connected with a member via Instant Message or Chat before you can send that member a file. NOTE: The file transfer option does not work with Prodigy Classic members (identified by the prefix "pc~").

## SENDING FILES FROM INSTANT MESSAGE OR CHAT:

1. Right-click the recipient's nickname and select "Send File". (Or, single-click the recipient's nickname to highlight it, then click the <Member> drop-down menu and select "Send File".)
2. Choose a file from your directory and click "Open."
3. Enter a brief description of your file and wait for the receiver to accept the file. You will then see the progress of your file transfer.

RECEIVING FILES - The File Transfer window will automatically appear when another user sends you a file.

CAUTION: Be extremely careful when accepting files from strangers. Be aware that executable files (usually files ending in .exe or .com) may contain viruses that can damage the data on your computer. Even a friend can unknowingly transmit a virus, so always use an antivirus program to check any program that you have received via file transfer, e-mail, or diskette.

## =====

## ///// WEBPHONE /////

Q: What is WebPhone? Does it have anything to do with a regular telephone?

A: WebPhone allows you to have real-time voice conversations with other WebPhone-enabled chat friends (requires microphone and duplex or half-duplex sound card). WebPhone has nothing to do with your regular telephone equipment. All voice transmission is done via the Internet, through the same telephone line that you use to connect to Prodigy Internet. There are no additional charges for using WebPhone. Of course, you are responsible for any local or long distance telephone charges that you incur to access Prodigy Internet.

-----

Q: What equipment do I need in order to use WebPhone?

A: In order to use WebPhone, both parties' computers must be equipped with a microphone and either a duplex or half-duplex sound card.

-----

Q: How do I place/receive a WebPhone "call"?

A: PLACING A WEBPHONE CALL - If you have the necessary hardware, you can use the Instant Message window's WebPhone menu to "call" a member who is currently connected. Choose "Use WebPhone" from the "webPhone" menu, or click the "Call" button on the toolbar. WebPhone even lets you put friends on hold while you chat with others

RECEIVING A WEBPHONE CALL - The WebPhone window will automatically appear when another user initiates a WebPhone call.

## PIM FAQ.txt

---

///// PRODIGY FRIENDS /////

---

Q: The "Add Friend" and "Delete Friend" buttons are grayed-out on my Prodigy Friends screen. Why?

A: These buttons will be grayed-out if the "Friends Currently Online" list (or any of the names within it) is highlighted. To use the "Add Friend" or "Delete Friend" buttons, click on any list group except "Friends Currently Online."

-----

Q: How do I use the Prodigy Friends program?

A: The Prodigy Friends list, in addition to being the "launching pad" for all PIM features, is a handy place to store frequently-used nicknames and usernames. Things to remember when using the Prodigy Friends list:

- \* Each folder in the Prodigy Friends list is called a "list group"
- \* "Friends Currently Online" is the only permanent list group. The others have been provided for your convenience but can be changed or deleted. If friends in any of your list groups are currently online, their nickname or username will appear in this folder.
- \* You can add a friend's Prodigy Internet username or nickname to your Prodigy Friends list.

To add a friend:

1. Click on one of the list groups (any list group except "Friends Currently Online"), then click the "Add Friend" button. Enter the chat nickname or username (do not include "@prodigy.net") of the Prodigy Internet member you wish to add. Don't worry if you don't know which characters are upper or lower-case.
2. Click to indicate "nickname" or "username," then click "OK."

\* Usernames in the list are prefixed by "(ID)." This prefix is added automatically by the system.

\* Single-clicking on the plus or minus sign to the left of the list group name opens or closes the list so you can view its contents.

\* If your friend is currently online, a yellow lightbulb will appear next to the the friend's name. When your friend is offline, a gray lightbulb will appear. A question mark will appear when your friend has disabled this function for his or her nickname.

\* You can:

- o move friends between list groups by selecting and dragging.
- o delete friends by selecting and clicking delete.
- o add and delete friends and list groups through the File menu, or by right-clicking on the name of the friend or list group and choosing the desired option from the resulting pull-down menu.

-----

Q: How does PIM notify me that my friends are online?

A: If you have added a friend to one of your Prodigy Friends list groups, and the friend is currently online, you will see the friend's nickname in the "Friends Currently Online" list group, with a yellow lightbulb icon next to it.

In addition, PIM can notify you with a sound file when friends come online or go offline. To set preferences for these sound file notifications, click the Prodigy Friends <View> drop-down menu and select Preferences.

You can also set PIM to display an alert box for 5 seconds when friends come online

## PIM FAQ.txt

or go offline. To set preferences for the alert box notification, click the Prodigy Friends <View> drop-down menu and select Preferences.

When your friend is offline, a gray lightbulb icon will appear next to the nickname. A question mark will appear when your friend has disabled this function for his or her nickname.

-----  
Q: Will my friends know when I'm online?

A: Yes, if your Prodigy friends have added your nickname or username to their Prodigy Friends lists, they will be notified when you are online.

In addition, your AIM (AOL Instant Messenger) friends will know if you're online if they have added your AIM screen name to their Buddy Lists.

Note that you have the option of disabling other users from being notified when you are online. To do this, go to the Prodigy Friends screen and click the following:

1. View
2. Preferences
3. Check the box that says "Block Other Users from Adding me to their Friends Lists via my USERNAME"
4. Click the button that says "Block All Members from Adding me to their Friends Lists, and disable other users from receiving alerts by this nickname coming online and offline."
5. OK

-----  
Q: I don't want anyone to know when I'm online. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. Preferences
3. Check the box that says "Block Other Users from Adding me to their Friends Lists via my USERNAME"
4. Click the button that says "Block All Members from Adding me to their Friends Lists, and disable other users from receiving alerts by this nickname coming online and offline."
5. OK

-----  
Q: I want to prevent other users from adding one of my nicknames (but not my username or any of my other nicknames) to their Prodigy Friends lists. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. My Profile
3. Click on the nickname you want to modify
4. Click the security tab
5. Check the box that says "Disable others from adding this Nickname to Friends Lists, and being alerted by this Nickname coming online and offline."
6. OK

-----  
Q: I want to prevent other users from adding my username to their Prodigy Friends



## PIM FAQ.txt

lists. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. My Profile
3. Username Options button
4. Check the box that says "Disable other users from adding me their Friends Lists by my Username (This option also disables other users from being alerted by me coming online and offline.)"
5. OK

-----  
Q: I only want certain friends to know when I'm online. How do I configure PIM to do that?

First, you must disable other users from adding your nickname to their Prodigy Friend lists. From the Prodigy Friends screen, click the following:

1. View
2. My Profile
3. Click on the nickname you want to modify
4. Click the Security tab
5. Check the box that says "Disable others from adding this Nickname to Friends Lists, and being alerted by this Nickname coming online and offline."
6. OK

Other users can now add your username (but not your nickname) to their Prodigy Friends lists -- as long as they know your username. Give your username only to the special friends whom you wish to enable with this ability.

NOTE: To prevent others from learning your username when you send an Instant Message, be sure to choose to appear as your nickname, and not your username. This option is available to you from the Instant Message <Member> drop-down menu. Select "Start Conversation," then click the "As" drop-arrow (just below the center of the window) to select your nickname instead of your username.

Also be aware that anyone who knows your e-mail address will therefore know your username.

-----  
Q: I want people to be able to add my nickname to their Friends list, but not my username. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. Preferences
3. Check the box that says "Block Other Users from Adding me to their Friends Lists via my USERNAME"

=====

//////// AIM PROFILE //////////

=====

Q: How do I use PIM to create an AIM (AOL Instant Messenger) profile?

- A: 1. Click the Prodigy Friends "View" drop-down menu, then select "My Profile."  
2. Click the "aim" button in the upper right corner of the "My Profile" screen.  
3. Click the "Create Account" button. If you receive a message saying that the "Create Account" feature is not available at the present time, click "OK" and

## PIM FAQ.txt

"Cancel." Then reselect "My Profile" and try again. If you already have an AIM screen name and password, enter them here, click "OK," and skip to Step 7 below. The "Help" button on the AIM Profile screen does not work at this time.

4. On the AIM Enrollment screen, enter your desired screen name (3-10 characters long, beginning with a letter), password, and your e-mail address. Click "Enroll" to continue. NOTE: The e-mail address must be accurate -- AOL sends a confirmation letter that you must respond to in order to keep your AIM account active. Your e-mail address will not be visible to AIM members unless you select an option to make it visible. If you receive a "Registration Notice" error, click "Yes." Complete the AIM Registration form, submit it, then return to your profile screen by clicking the "Profile" button on your windows taskbar. Complete the AIM screen name and password fields, then click "OK" and proceed to Step 7.

5. Click "OK" on the confirmation screen.

6. Click "OK" on the Profile screen.

7. The AIM Friends list group should appear at the bottom of the Friends list within a few seconds. Add your "AIM Friends" to this list group. NOTE: If you register for AIM via the AOL Web site, you do not need to download the AIM product.

-----  
Q: I entered my AIM (AOL Instant Messenger) screen name and password on PIM's AIM profile screen, but it wasn't activated.

A. Make sure that your AIM screen name and password are correct. The password is case-sensitive (PASSWORD is not the same as password). PIM will only recognize a valid AIM screen name and password combination.

=====

```
//////// AIM FRIENDS //////////
```

=====

Q: Is it OK to have my AIM (AOL Instant Messenger) software running while I'm using PIM?

A: This can temporarily disable either PIM or AIM. If both programs are configured with the same AIM screen name, only the most recent log-in to AIM will prevail. Therefore, unless you configure AIM with a different screen name than the one you entered in PIM's AIM profile screen, we do not recommend running both PIM and AIM at the same time.

-----  
Q: My AIM (AOL Instant Messenger) software starts automatically whenever I start Windows. Will this affect PIM?

A: This can temporarily affect AIM. Therefore, if you have AOL Instant Messenger installed on your machine, you might want to adjust it so that it does not automatically start whenever windows starts. To do this, start AOL Instant Messenger, then go to File, My Options, Edit Preferences. Under the General tab, uncheck the box next to "Start AIM when windows starts." Click OK, and close AIM to end your AIM session. If you do not make this adjustment, your AIM software may not work properly while PIM is running -- unless you configure AIM with a different screen name than the one you entered in PIM's AIM profile screen.

-----  
Q: Can AIM (AOL Instant Messenger) users see that I'm on Prodigy?

A: Your AIM friends will see you only as another AIM user. There is no Prodigy identifier.

## PIM FAQ.txt

Q: Will my AIM (AOL Instant Messenger) Friends know when I'm online?

A: Yes, if your AIM Friends have added your AIM screen name to their Buddy Lists, they will be notified when you are online. However, you have the option of disabling other users from being notified when you are online.

-----  
Q: How does PIM notify me that my AIM (AOL Instant Messenger) Friends are online?

A: The AIM Friends list group works the same way that your other Prodigy Friends list groups do. If you have added an AIM friend to your AIM Friends list, and the AIM friend is currently online, you will see the friend's AIM screen name (identified by the prefix "aim~") in the "Friends Currently Online" list group, with a yellow lightbulb icon next to it.

In addition, PIM can notify you with a sound file when friends come online or go offline. To set preferences for these sound file notifications, click the Prodigy Friends <View> drop-down menu and select Preferences.

You can also set PIM to display an alert box for 5 seconds when friends come online or go offline. To set preferences for the alert box notification, click the Prodigy Friends <View> drop-down menu and select Preferences.

When your friend is offline, a gray lightbulb icon will appear next to the nickname. A question mark will appear when your friend has disabled this function for his or her nickname.

-----  
Q: How would my AIM (AOL Instant Messenger) user add my AIM screen name to their AIM Buddy List?

A: They would add your AIM screen name the same way they would add any other AIM user's screen name. An AIM 2.0 user would click the List Setup tab, click the "Add a Buddy" icon at the bottom of the window, then type in your AIM screen name. To see who's online, an AIM user would click the "Online" tab.

=====

///// TEXT APPEARANCE /////

=====

Q: How do I type in colors?

A: You can type in colors while chatting in either a chat room or Instant Message window. To type in color, single-click the desired color button from the multi-colored palette near the top of the window. Then type your message and send. To change colors, click on another color button. To stop using colors, click the black color button.

-----  
Q: How do I change the font (typeface, style, and size) of the text that I receive?

A: You can change the font of the text you receive while chatting in either a chat room or Instant Message window. From the <Options> drop-down menu, click "Select Font" and then choose a font, style, and point size.

-----  
Q: How do I change the style (bold, italic, or underline) of the text that I send?

A: You can change the style of the text you send in either a chat room or Instant

## PIM FAQ.txt

Message window. To change the style, single-click any or all of the three style buttons (labeled B, I, U, for Bold, Italic, and Underline) located just above the multi-colored buttons near the top of the window. Then type your message and send. You can also type your text first, highlight it with your mouse, and then click on a style button to apply the new style. To undo the style change, click on the button (or buttons) again before typing your text.

-----  
Q: Who can see the formatted text I send (bold, italic, underline, or colors) in Chat or Instant Message? Must the other party use PIM in order to see the formatted text?

A: Any IRC-compatible chat client (such as PIM, Global Chat, Mirc, or Pirch, to name just a few) should be able to view your formatted text. Formatted text will not be seen by Prodigy Classic members, AIM (AOL Instant Messenger) users, or users of the Prodigy's Java chat client.

=====

///// SOUNDS /////

=====

Q: How do I play and customize my Sounds?

A: There are two different kinds of sounds that you can customize with PIM: (a) Event Sounds and (b) sounds that you send/play during a Chat or Instant Message session.

a) Event Sounds play when certain events occur, such as when a new Instant Message is received. To customize Event Sounds, click the Instant Message <Options> drop-down menu and select "Customize Event Sounds."

b) You can also send/play sounds during a Chat or Instant Message session. To see the list of available Sounds, click the drop-arrow to the right of the Sounds button. To send/play the sound, click on the desired filename and then click the Send button.

You can add your own customized sounds by copying .wav files to your PIM sound directory, which is C:\Program Files\CNG\Sounds if you have installed PIM to the default location. In order for your friends to hear your customized sound files, they must have the identical files in their sound directories.

NOTE: AIM (AOL Instant Messenger), Prodigy Classic, and Prodigy's Java chat client do not support sounds at this time. However, IRC-compatible chat clients (such as PIM, Global Chat, Mirc, or Pirch, to name just a few) do support sounds.

-----  
Q: Who can hear the sounds that I send in Chat or Instant Message? Must the other party use PIM in order to hear these sounds?

A: The other party does not necessarily have to use PIM, but must be using an IRC-compatible chat client (such as PIM, Global Chat, Mirc, or Pirch, to name just a few). In addition, other parties cannot hear the sounds you send during a Chat or Instant Message session unless they have a copy of the identical sound files in their sound directories.

=====

///// SAYINGS /////

=====

Q: How do I customize my text Sayings?

## PIM FAQ.txt

A: You can send pre-written text snippets (called "Sayings") from within a Chat or Instant Message window. To customize the text, click the <Options> drop-down menu and select "Customize Stuff to Say." You can Add, Modify, or Delete these text items. To see the list of available Sayings, click the drop-arrow to the right of the Sayings button. To send the saying, click on the desired Saying and then click the send button.

-----

Q: My friend on PI has never used Prodigy Internet Chat before. Can I use PIM to send her an Instant Message?

A: Your friend must first download and install the PIM software before she can receive an Instant Message from you. She will be prompted to enroll in Chat during the PIM software installation.

-----

Q: I can't add a my friend's PI username to my Friends list. Why?

A: There are a few reasons why this might happen:

- a) The member has not enrolled in Prodigy Internet Chat. If this is the case, please ask your friend to go to <http://chat.prodigy.net>, where they can enroll in chat instantly by using Prodigy's Java chat client. Your friend also has the option of enrolling in chat by downloading and installing the PIM software. He or she will be prompted to enroll in Chat during the software installation.
- b) The member has disabled all users from adding his or her username to any Friends lists.

-----

Q: I can't add my friend's PI nickname to my Friends list. Why?

A: There are a few reasons why this might happen:

- a) The member has disabled all users from adding his or her nickname to any Friends lists.
- b) The member might no longer be using this nickname.

-----

Q: Can I add AIM (AOL Instant Messenger) friends to my Chat Friends or General Friends lists?

A: No. AIM screen names can be added only to your AIM Friends list.

-----

Q: I don't see an AIM (AOL Instant Messenger) Friends list on my Prodigy Friends screen. How do I create this list group?

OR:

Q: How do I add AIM (AOL Instant Messenger) friends to my Friends list?

A: You must first create an AIM profile for yourself. Once you have created an AIM profile, you will see a new list group at the bottom of your Prodigy Friends screen, with the title of AIM Friends.

=====

///// UNINSTALL /////

=====

## PIM FAQ.txt

Q: How do I uninstall PIM?

A: 1. Quit all open programs.  
2. Open the Windows Control Panel by clicking Start, Settings, Control Panel.  
3. Double-click the "Add/Remove Programs" icon.  
4. Double-click the item "Prodigy Instant Messaging" and follow the prompts to uninstall.

-----

Q: If I uninstall PIM, will it delete my customized sounds or sayings?

A: No.

=====

Q: What's allowed -- or not allowed -- in Chat?

A: You can review our Chat Guidelines at  
[http://help.prodigy.net/content/prodigy\\_info/guidelin.htm](http://help.prodigy.net/content/prodigy_info/guidelin.htm)

-----

Q: What is the Status window (first tab) used for?

A: You can type various IRC (Internet Relay Chat) commands in the Status window. For a complete listing of the available IRC commands, type /help in the Status window, and press Enter.

-----

Q: Is there a way to find out if a member is currently in Chat without first adding them to my Prodigy Friends list?

A: Yes! Start the Chat component by clicking the "Chat" button at the bottom of the Prodigy Friends screen. Once you are connected, click on the "Status" tab (to the left of the "Room Listing" tab) and maximize your screen. In the command line window (at the bottom of the Status window) you can use the /whois command to see if a specific nickname is currently chatting. Typical commands might be:

/whois RalphKramden (where "RalphKramden" is a Prodigy Internet nickname)

/whois pc~Beefy (where "pc~Beefy" is a Prodigy Classic nickname)

Press Enter on your keyboard after entering the command on the Status window command line. If the nickname you specified is currently chatting, the status window will display the name of the chat room(s) that the nickname is in.

## PIM Tutorial.txt

PIM Tutorial.txt  
 Beta web page instructions  
 Peter Nemanich  
 4/29/99 revisions

---

 INTRO/OVERVIEW

Prodigy Instant Messaging (PIM) is everything you need to communicate instantly with all your online friends. It's actually a suite of several chat and instant messaging products rolled into one. Here are some of the great things you can do with PIM:

- Chat in a public room
- Chat in a private room
- Send/receive Instant Messages with your Prodigy Internet and AOL Instant Messenger (AIM) chat friends
- Send/receive files directly from an Instant Message window, without anyone seeing your e-mail address
- Create multiple nicknames (up to three) for Prodigy Internet chat
- Create an AOL Instant Messenger profile
- Allow other users to see that you're online
- Be notified when your chat friends are online
- Use the WebPhone feature to have real-time voice conversations with other WebPhone-enabled chat friends (requires microphone and duplex or half-duplex sound card)

---

 OPERATING SYSTEM REQUIREMENTS

PIM requires Windows 95 or Windows 98. The product will not work with Windows 3.1 or Mac at this time.

---

 GETTING STARTED

The PIM download is an online installation, meaning that you will need to remain connected to the Internet while the necessary files download and install to your computer. The download occurs in two steps: (1) you download a small file called pim200.exe, and (2) you run this file while online to complete the installation. The entire installation should take between 10 and 20 minutes, depending on what system files already exist on your computer, what connection speed you use, and Internet traffic levels at the time you download.

---

 DOWNLOAD & INSTALL PIM

- 1) Go to <http://chat.prodigy.net/download/pim200.exe>
- 2) When prompted, you can either save the file to your computer by choosing "Save this program to disk," or you can choose "Run this program from its current location." [IMAGE: download1.bmp] Either choice is OK. However, not all browsers offer the option to run the program from its current location.
- 3) If you chose "Run this program from its current location," pim200.exe will begin loading. After 2-4 minutes, you will receive a Security Warning [IMAGE: download security warning.bmp] asking "Do you want to install and run pim200.exe from chat.prodigy.net?". Click <Yes> to continue, and skip to step #8 below.

NOTE: Please ignore the message that says "The publisher cannot be determined due to the problems below: Authenticode signature not found."

## PIM Tutorial.txt

4) If you chose "save this program to disk," specify a location on your computer in which to save the file (such as your Desktop, for example) and click Save.

5) The pim200.exe download will take about 2 to 4 minutes. When the download is complete, click OK if prompted. Remain online.

NOTE: During the download of pim200.exe, you will see an "Estimated time left" shown in the File Download window. The time shown will be inaccurate, so please ignore it. The pim200.exe download will take about 2 to 4 minutes.

6) Find the file named pim200.exe on your computer. If you saved it to your Desktop, just minimize your browser (by clicking on the minus sign in its upper right corner) to reveal your Desktop. If you saved the file elsewhere on your computer, look for it with either the Explore window or the Find window. To use either option, right-click the Start button on your windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the windows "Start" button.) To use the Find window, [IMAGE: install find.bmp] enter the filename of pim200.exe in the "Named" box, enter C: in the "Look in" box, make sure the "Include subfolders" box is checked, and click "Find Now".

7) When you have found the file pim200.exe on your computer, double-click it. Remember that you must be online at this point. NOTE: Depending on your Windows settings, this file might appear to be named pim200 instead of pim200.exe.

8) Click <Next> on the Welcome screen to continue. [IMAGE: install welcome.bmp]

9) Click <Next> to install the PIM software to the default directory suggested, or click <Browse> to choose a different directory. [IMAGE: install choose destination.bmp]

10) Click <Next> on the Start Installation screen to continue. [IMAGE: install start installation.bmp] There might be a delay of 30 seconds or so before the files begin downloading.

NOTE: During the PIM online installation, you will see a "Time Remaining" indicated in the Install window. The time shown will be inaccurate, so please ignore it. The installation should take between 10 and 20 minutes.

-----  
NOTE: Most of the download and install images need to be redone once the program has been renamed "PIM". Presently, they are showing a filename of "cng199.exe" and program name of "Prodigy CNG".  
-----

**IMPORTANT:**

If you have AOL Instant Messenger installed on your machine, you might want to adjust it so that it does not automatically start whenever Windows starts. To do this, start AOL Instant Messenger, then go to File, My Options, Edit Preferences. Under the General tab, uncheck the box next to "Start AIM when Windows starts." Click OK, and close AIM to end your AIM session. If you do not make this adjustment, your AIM software will not work when PIM is launched.  
-----

11) When the online installation is completed, you might see a window containing the PIM icons. For now, close this window by clicking on the X in its upper right corner.

12) When you see the Installation Complete window, [IMAGE: install complete.bmp] click <Finish> to exit the installation.



## PIM Tutorial.txt

13) You may delete the file pim200.exe on your computer. NOTE: Depending on your Windows settings, this file might appear to be named pim200 instead of pim200.exe.

14) Disconnect from Prodigy Internet. (Need to restart computer here? I don't think so, but check.)

=====

## USING PIM FOR THE FIRST TIME

1) Sign on to Prodigy Internet.

2) You need at least one nickname to use PIM. If your Prodigy Internet username already has a chat nickname associated with it, you will see the Prodigy Friends screen. [IMAGE: friends.bmp] If you see this screen now, please skip to the PRODIGY FRIENDS section below.

NOTE: If you do not see either the Prodigy Friends screen or the "Please Choose a Prodigy PIM Nickname" screen, you can start PIM by clicking on Start, Programs, Prodigy PIM, Friends.

3) If your Prodigy Internet username does not yet have any chat nicknames associated with it, you will see a screen that says "PIM - Please Choose a Prodigy Nickname". [IMAGE: choose a nick.bmp] Nicknames must be between 3 and 20 characters long. They must begin with a letter. No extraneous characters may be used (ex. spaces, hyphens, underscores, etc.). Enter your desired nickname, then click OK.

NOTE: Choose any nickname that you wish, but because it can be seen in public chat rooms, it should probably not include your real last name. It need not include your real first name either. If the nickname you desire is already taken, try adding numbers at the beginning, middle, or end of the name to make it unique. You can always change your nickname later, or create additional nicknames (up to three) if you wish.

4) After you have entered an available nickname, you will see the Prodigy Friends screen. [IMAGE: friends.bmp]

=====

## PRODIGY FRIENDS

Think of the Prodigy Friends screen as the "nerve center" of PIM. From it you can launch any of the PIM components, which include Chat, Instant Message, and your nickname Profiles. But the really exciting thing about the Prodigy Friends screen is that it can show you which of your chat friends are currently online -- even if they are on AOL or another Internet service! (See the CREATE AN AIM PROFILE section below.)

The Prodigy Friends screen appears whenever you sign on to Prodigy Internet, and can be minimized (hidden), resized, or repositioned to suit your taste. If you wish, you can choose to not start the Prodigy Friends screen when you first sign on to Prodigy Internet -- but try the default setting before you choose this option. Seeing which of your friends is online when you first sign on is fun -- and if you wish, you can set PIM so it either does or does not alert others that you are online.

Although it's probably easiest to launch the PIM components from your Prodigy Friends screen, a second way to launch them is from the PIM icon that is now in your Windows system tray. [IMAGE: systray icon.bmp] Look for this icon on the right side of your Windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the Windows "Start" button.) Just single-click the icon (either a right or left click) to see the menu of PIM options.

## PIM Tutorial.txt

A third way to launch any of the PIM components is from the Windows Start menu. Click Start, Programs, Prodigy PIM, and the component you want to use.

Take a look at the Prodigy Friends screen. In the center there are several folders (called List Groups), including:

- Friends Currently Online
- General Friends
- Chat Friends
- Gaming Friends
- EMail Friends
- Enemies

Only the first List Group, "Friends Currently Online," is permanent. The other List Groups (General Friends, Chat Friends, etc.) are just suggestions; you can add or delete List Groups as you wish.

The "Friends Currently Online" List Group shows you which of your friends is currently online, denoted by a yellow lightbulb icon next to each nickname. You won't see any names listed here until you add some nicknames, so let's do that next.

## ADD FRIENDS

Adding Friends to your Prodigy Friends list is easy:

1. Click on one of the List Group names, such as "General Friends".
2. Click the <Add Friend> button at the bottom left of the Prodigy Friends screen. [IMAGE: add a new name.bmp]
3. Enter either the chat nickname or username of the Prodigy Internet member you wish to add. It makes no difference whether you use upper or lower case letters here.
4. Click the appropriate button to indicate whether you've entered a nickname or username, then click OK.

If you enter a username, do not include "@prodigy.net". Enter only the part of the name that comes before that. For example, if your friend's e-mail address is Kramden@prodigy.net, enter Kramden, and click the "This is a Prodigy Internet username" button.

After you click OK, your friend's nickname (or username) will be added to the list. If he or she is online, you will see a yellow lightbulb icon to the left of the friend's name. If he or she is offline, you will see a gray lightbulb icon. If the member has elected to disable your ability from seeing whether he or she is online, you will see a question mark icon. [IMAGE: legend.bmp]

Single-clicking on the plus or minus sign to the left of the List Group name opens or closes the list so you can view its contents.

## MOVE FRIEND TO A DIFFERENT LIST GROUP

To move a friend from one List Group to another, click on the name and drag it to a different List Group.

## DELETE FRIENDS

To delete a friend, click on the name (right or left click), then select Delete Friend.

## PIM Tutorial.txt

## ADD NEW LIST GROUP

To add a new List Group, click File, Add a New List Group.

## DELETE LIST GROUP

To delete a List Group, click File, Delete a List Group.

## RIGHT-CLICK OPTIONS

Right-clicking on either a name, a List Group, or the center of the Prodigy Friends window itself will give you the options to Add or Delete Friends and Add/Delete List Groups. These options are also available from the Prodigy Friends <File> drop-down menu.

## ADD AIM FRIENDS

You must create an AIM Profile before you can add AIM Friends to your Prodigy Friends list. See the CREATE AN AIM PROFILE section below.

## ADDITIONAL HELP

To see complete instructions for using Prodigy Friends, first start Prodigy Friends. Click the Prodigy Friends <Help> drop-down menu, then select Contents.

## SET PREFERENCES

[IMAGE: friends preferences.bmp]

Click the Prodigy Friends <View> drop-down menu, then select Preferences. From this screen you can set the following preferences:

- Play Sound when a Friend Logs On
- Play Sound when a Friend Logs Off
- Block Other Users from Adding me to their Friends Lists via my USERNAME
- Select which nickname I want to use
- Allow All Members to Add Me to their Friends Lists, and enable other users to receive alerts by this nickname coming online and offline.
- Block All Members from Adding me to their Friends Lists, and disable other users from receiving alerts by this nickname coming online and offline.
- Display Friends Logon/Logoff Alert Box for 5 seconds then close.
- Start Friends List upon Logon.

## NICKNAME PROFILE

Click the Prodigy Friends <View> drop-down menu, then select My Profile. From this screen you can:

- Enter information about each of your nicknames, including Basic Info, Other Info, and Game Skills. Enter as much or as little information as you would like other members to see.

[IMAGE: profile basic.bmp]

[IMAGE: profile other.bmp]

[IMAGE: profile game.bmp]

## PIM Tutorial.txt

- Set Security preferences, [IMAGE: profile security.bmp] including whether you want to allow others to see your username; whether you want to disable others from adding your nickname to their Friends Lists; and whether you want to disable Instant messages sent to your nickname.

- You can also add or delete nicknames from the Profile screen. You can have up to three different Prodigy Internet chat nicknames, plus one AOL Instant Messenger (AIM) profile.

- Enter Username Options, [IMAGE: profile username options.bmp] including whether you want to disable all users from sending Instant messages to your username, or whether you want to disable all users from adding your username to their Friends Lists.

## CREATE AN AIM PROFILE

Prodigy Friends allows you to communicate with anyone on the Internet who uses AOL Instant Messenger (AIM). To use this feature:

1. Click the Prodigy Friends <View> drop-down menu, then select My Profile.
2. Click the "aim" button in the upper right corner of the My Profile screen. [IMAGE: profile aim.bmp]

3. If you already have an AIM screen name and password, [IMAGE: profile aim enroll.bmp] enter them on this screen, click OK, and skip to step #6 below. If you do not have an AIM screen name and password, click the <Create Account> button.

NOTE: If you receive a message saying that the Create Account feature is not available at the present time, click OK, Cancel, then restart Profile and try again.

NOTE: The <Help> button on the AIM Profile screen does not work at this time.

4. On the AIM Enrollment screen, [IMAGE: profile aim enroll.bmp] enter your desired screen name, password (enter twice), and your real e-mail address. AIM screen names must be 4-10 characters long (using letters, numbers, or spaces) and must begin with a letter. Click the <Enroll> button to continue.

NOTE: When completing the AIM Enrollment screen, it is important to enter your real e-mail address because AOL will send you a confirmation letter that you must respond to in order to keep your AIM account active. Your e-mail address will not be visible to AIM members unless you select an option to make it visible.

If the screen name you entered is already taken, you will receive a message asking you to try a different screen name. Choose any screen name that you wish, but because it can be seen in public chat rooms, it should probably not include your real last name. It need not include your real first name either. If the screen name you desire is already taken, try adding numbers at the beginning, middle, or end of the name to make it unique.

NOTE: If you receive a "Registration Notice" error saying that you are unable to register via this method, and asking whether you would like to try to register through the AIM Web pages, answer Yes. Complete the AIM Registration form, submit it, then return to your Profile screen by clicking on the Profile button on your windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the windows "Start" button.) Complete the AIM screen name and password fields, then click OK.

5. If your AIM enrollment was successful, you will see a message confirming this. Click OK on this message, and you should then see the Profile screen with your AIM screen name and password filled in. Click OK to continue.

## PIM Tutorial.txt

6. Return to your Prodigy Friends screen by clicking the Friends button on your windows taskbar. At the bottom of the Prodigy Friends screen you should now see a new List Group named "Aim Friends". (You might have to wait a few seconds before this new List Group appears.)

## ADD AIM FRIENDS

To add AIM friends to your Prodigy Friends list:

1. Click once on the "Aim Friends" List Group.
2. Click the <Add Friend> button at the bottom of the Prodigy Friends screen.

## HELP FOR ALL PIM COMPONENTS

Each PIM component contains its own specialized Help file. To see complete instructions for any of the PIM components (Chat, Instant Message, Friends List, or Profile), first start the component. Click the component's <Help> drop-down menu and select Contents (or Help Topics).

Instructions for using WebPhone and File Transfer are located in the Instant Message Help file.

=====

THE FOLLOWING SECTIONS WERE COPIED FROM THE PIM HELP FILE (with some editing):

=====

## INSTANT MESSAGE

## About Instant Messages

An Instant Message is an immediate and private message to a member who is currently logged on. You can send and receive text, sounds, and files. If you have a sound card with duplex or half-duplex capability and a microphone, you can place a WebPhone call to a member who is currently logged on for instant voice communication. When another member connects to you to send you Instant Messages, the Instant Message window automatically appears. You can have multiple Instant Message connections at one time.

Note: You must have at least one nickname defined in order to send and receive Instant Messages. You must have duplex or half-duplex sound capability and a microphone in order to use WebPhone features.

## Instant Message Menus

The following menus are available across the top of the Instant Message Window:

## File Menu

Use the File Menu options to log Instant Message conversations and save Instant Message conversations to a file and print Instant Message sessions.

## Edit Menu

Use the Edit Menu options to copy highlighted information to the windows clipboard and past information from the clipboard.

## PIM Tutorial.txt

## View Menu

Use the View Menu to view the toolbar and status bar.

## Member Menu

Allows you to connect to a member that is currently logged on to send them Instant Messages. Also allows you to disconnect a member to which you are currently connected. You can also send and receive files. You can choose to exclude member text and sounds from your instant messaging, and accept or prevent file transfers from other members. You can also look up a member's profile and add a member to your Friends List.

## WebPhone Menu [IMAGE: im webphone.bmp]

Use the WebPhone Menu to accept incoming WebPhone calls, call a member that you are currently connected to, put a call on hold, hangup a phone call, block a member from calling you, and configure phone information. Also allows you to define and test voice fonts to use to disguise your voice during calls. You must have a sound card with duplex or half-duplex capability and a microphone to use the WebPhone features.

## Options Menu [IMAGE: im options.bmp]

Allows you to customize your instant messaging. You can indicate whether you want to single- or double-space session text entries. You can indicate whether you want to bring the Instant Message window to the foreground when you receive new Instant Messages. You can block members from sending you Instant Messages for this session. You can also view your profile, modify event sounds and text messages.

## Help Menu

Use the Help Menu to view Instant Message online help.

-----

## Instant Message Window

[IMAGE: im.bmp]

The Instant Message window displays the members to which you are currently connected. It also shows the most recent messages that you have sent and received. You can send sounds, text, and files. You can also place a WebPhone call to members to which you are currently connected. You can view a member's profile by double-clicking on that member or choosing View Profile from the Member menu. You can also add a member to your Friends List by choosing Add To Friends List from the Member menu.

## Sessions

Displays the members to which you are currently connected. The member's gender is also displayed if he or she has indicated this in his or her Profile. If you place a WebPhone call to a member, a phone symbol is displayed. If you place a phone call on hold, a new on-hold phone symbol is displayed.

## Sounds to play

Displays a list of available sounds that you can send to members to which you are currently connected. You can add new sounds, modify sounds, and delete sounds using the Customize menu. When you select a sound to play it appears in the text box with the /PLAY command.

## Stuff to say

## PIM Tutorial.txt

Displays a list of available text messages and glyphs that you can send to members to which you are currently connected. You can add new messages, modify messages, and delete messages using the Customize menu. When you select stuff to say, it appears in the text box.

## Messages

Displays the most recent messages that you have sent and received for the displayed nickname.

## Textbox

Use the textbox to type text and glyphs you want to send.

## Formatting buttons

Use the formatting buttons to apply colors, boldface, italics, underline, and plain formatting to the text you want to send.

-----  
To connect to a member

[IMAGE: im member.bmp]  
[IMAGE: im member start.bmp]  
[IMAGE: im start one-on-one.bmp]

1. Choose Start a One-on-One Conversation from the Member menu or click the Start a One-on-One Conversation button on the toolbar.
2. Enter the nickname or username of the member to which you want to connect, or click the drop-down arrow to select one from your Recent Connections List.
3. If you enter a username, click This is a username. If you enter a nickname, click This is a nickname. If you choose a member from the list, the system automatically knows whether it is a username or nickname.
4. To edit your connect to list, click "Edit Connect To List". You can edit a name, delete a name, or move a name in the list.
5. Click the drop-down arrow to select the Nickname you want to use to connect to this member, or use your username (which is the default entry).
6. Click Connect.
7. To disconnect, choose End Conversation with user from the Member menu or click the End Conversation with user button on the toolbar.

## Tips:

You must know the member's exact username or nickname. In the list, usernames are prefixed by "(ID)." However, you do not have to enter this prefix when entering usernames.

You can view a member's profile by selecting Member Information from the Member menu or by clicking the Member Information button on the toolbar.

If the member is not currently online a message appears indicating that the member is not currently connected. You can send Instant Messages to members who are currently logged on only.

You can connect to a member several times in the same session using different

## PIM Tutorial.txt

nicknames.

If the member has defined a gender, it is displayed in the Instant Message window.

---

## FILE TRANSFER

To send a file to a member

1. Choose Send A File from the Member menu. [IMAGE: im member sendfile.bmp]. You can also right-click the member's nickname. [IMAGE: im nick right-click.bmp]
2. Choose the file you want to send [IMAGE: im file xfer choose file.bmp], type in a brief description if desired [IMAGE: im file xfer info.bmp] and click OK.

### Tips:

You must connect to a member before you can send that member a file.

You can accept or prevent file transfers from other members by choosing Accept File Transfers or Prevent File Transfers from the Member menu.

Under the Prodigy Internet Member Agreement, you agreed not to use Prodigy Internet to send, store, or submit for public posting, any obscene, sexually explicit, or illegal material (including material the transmission of which violates any applicable law), or material which violates Internet standards or customs, or any material that is protected by copyright without the authority of the copyright owner.

---

## WEBPHONE [IMAGE: im webphone.bmp]

### WebPhone Features

You can place a WebPhone call to a member to which you are currently connected. You must have a sound card with duplex or half-duplex capability and a microphone in order to use the WebPhone features. You can use VoiceFonts to maintain your anonymity when calling other members. You can define WebPhone volume settings. You can also prevent other members from calling you by toggling Accept WebPhone Calls off on the WebPhone menu. You can view the phone system information by choosing WebPhone System Info from the WebPhone menu.

### VoiceFonts

A VoiceFont is a defined voice used for Internet voice calls. VoiceFonts can be used to maintain anonymity. You can define mechanical masks to distort your voice, give you a child-like voice, or make your voice higher/lower.

### To define VoiceFonts

1. Choose Select a VoiceFont from the WebPhone menu.
2. To use voiceFonts click Use a VoiceFont.
3. Choose a VoiceFont family.
4. Choose a voiceFont name.



## PIM Tutorial.txt

5. To test the voiceFont, click Test VoiceFont.
6. Click Set voiceFont.

## Tips:

You must have a sound card with duplex or half-duplex capability and a microphone to use phone features.

You can click repeatedly on voiceFont names and use the Test voiceFont button to hear the new voiceFont.

If you do not want to use VoiceFonts, click Do not use voiceFonts.

## To define WebPhone settings

1. Choose WebPhone Settings from the WebPhone menu. [IMAGE: im webphone settings]
2. To change the speaker volume, move the Speaker Volume indicator either higher or lower.
3. To change the VOX activation level, move the VOX indicator either higher or lower.
4. To use the Webphone Automatic Gain Control, click Use AGC. If you do not want to use the WebPhone AGC, change the Microphone level by moving the indicator either higher or lower.
5. Click OK.

## Tips:

The VOX Activation Level is the microphone sensitivity. This tells the system at what level to send your voice to the other member.

The Automatic Gain Control allows the system to constantly adjust the microphone level to maintain the best audio quality.

## To place a WebPhone call to a member

1. Choose Use WebPhone from the WebPhone menu or click the Call button on the toolbar.
2. Select the member you wish to call and click OK.

## Tips:

You must have a sound card with duplex or half-duplex capability and a microphone to place and receive calls.

When you call a member, a phone icon appears next to that person's nickname in the Instant Message window. You can click on the Speak button to talk to that person.

To put a call on hold, choose Put On Hold from the WebPhone menu.

To prevent other members from calling you, choose Block Member from the WebPhone menu or click the Toggle Phone Block button on the toolbar.

## PIM Tutorial.txt

To end a phone call, choose Hangup from the WebPhone menu or click the Hangup button on the toolbar

---

## ADDITIONAL HELP FOR INSTANT MESSAGE, FILE TRANSFER, WEBPHONE

To see complete instructions for using Instant Message, File Transfer, or WebPhone, first start Instant Message. Click the Instant Message <Help> drop-down menu, then select Help Topics.

---

## CHAT

To see complete instructions for using Chat, first start Chat. Click the Chat <Help> drop-down menu, then select Contents.

---

4/22/2004 9:03 AM

Page 1

C:\Documents and Settings\mb7646\Local Settings\Temporary Internet Files\OLK26\CNG.zip

Name	Modified	Size	Ratio	Packed	Path
04-20-2004 CNG install.log	4/20/2004 12:06 PM	252	17%	210	cng\
990407 cng.txt	4/8/1999 1:58 AM	2,009	59%	821	cng\
990412 cng.txt	4/12/1999 11:08 PM	4,841	65%	1,683	cng\
990418 cng.txt	4/20/1999 1:25 AM	5,248	62%	2,020	cng\
990426 cng.txt	4/27/1999 1:50 AM	1,804	59%	741	cng\
990831 pimhelp.txt	9/3/1999 11:15 PM	8,864	67%	2,941	cng\
CNG test plan.doc	4/15/1999 5:18 PM	40,960	74%	10,635	cng\
aim profile.bmp	4/20/1999 12:04 AM	26,582	89%	2,997	...\CN
Chat 01.bmp	4/14/1999 7:47 PM	38,462	83%	6,445	...\CN
CNG uninstall 1.bmp	4/19/1999 11:10 PM	240,118	94%	13,222	...\CN
CNG uninstall 2.bmp	4/19/1999 11:13 PM	240,118	94%	13,927	...\CN
File Xfer 01.bmp	4/14/1999 7:49 PM	38,462	96%	1,448	...\CN
File Xfer 02.bmp	4/14/1999 7:49 PM	38,462	95%	1,798	...\CN
Friends 01.bmp	4/14/1999 6:49 PM	38,462	93%	2,562	...\CN
Friends 02.bmp	4/14/1999 6:50 PM	38,462	86%	5,218	...\CN
Friends 03.bmp	4/14/1999 6:51 PM	38,462	85%	5,621	...\CN
Friends 04.bmp	4/14/1999 6:51 PM	38,462	85%	5,703	...\CN
Friends 05.bmp	4/14/1999 6:52 PM	38,462	85%	5,829	...\CN
Friends 06.bmp	4/14/1999 6:53 PM	38,462	90%	3,982	...\CN
Friends 07.bmp	4/14/1999 6:53 PM	38,462	93%	2,743	...\CN
Friends 08.bmp	4/14/1999 6:54 PM	38,462	97%	1,240	...\CN
Friends 09.bmp	4/14/1999 6:54 PM	38,462	96%	1,636	...\CN
Friends 10.bmp	4/14/1999 6:55 PM	38,462	92%	3,075	...\CN
Friends 11.bmp	4/14/1999 6:58 PM	38,462	97%	1,300	...\CN
IM 01.bmp	4/14/1999 7:08 PM	38,462	92%	3,027	...\CN
IM 02.bmp	4/14/1999 7:09 PM	38,462	87%	5,088	...\CN
IM 03.bmp	4/14/1999 7:09 PM	38,462	86%	5,364	...\CN
IM 04.bmp	4/14/1999 7:10 PM	38,462	86%	5,225	...\CN
IM 05.bmp	4/14/1999 7:10 PM	38,462	85%	5,715	...\CN
IM 06.bmp	4/14/1999 7:11 PM	38,462	85%	5,586	...\CN
IM 07.bmp	4/14/1999 7:11 PM	38,462	86%	5,369	...\CN
IM 08.bmp	4/14/1999 7:11 PM	38,462	86%	5,259	...\CN
IM 09.bmp	4/14/1999 7:12 PM	38,462	93%	2,608	...\CN
IM 10.bmp	4/14/1999 7:13 PM	38,462	96%	1,432	...\CN
Profile 01.bmp	4/14/1999 7:33 PM	38,462	92%	3,080	...\CN
Profile 02.bmp	4/14/1999 7:33 PM	38,462	93%	2,671	...\CN
Profile 03.bmp	4/14/1999 7:34 PM	38,462	88%	4,777	...\CN
Profile 04.bmp	4/14/1999 7:34 PM	38,462	94%	2,396	...\CN
Profile 05.bmp	4/14/1999 7:35 PM	38,462	95%	1,843	...\CN
cng100w.exe	2/8/1999 1:00 AM	131,152	16%	110,228	cng\
How to use PIM.txt	5/11/1999 4:44 PM	17,173	88%	5,577	cng\
PIM Beta II Requirements.doc	6/17/1999 3:27 PM	24,576	82%	4,428	cng\
pim checklist.txt	5/4/1999 3:07 AM	1,877	51%	926	cng\
PIM co-branded screen - Eric's version.ppt	10/5/1999 12:33 AM	69,120	44%	38,470	cng\
PIM FAQ.txt	5/12/1999 8:09 PM	41,139	74%	10,890	cng\
PIM Tutorial.txt	5/11/1999 4:45 PM	28,932	70%	8,777	cng\
PIM Tutorial.zip	4/28/1999 9:04 PM	286,348	0%	286,348	cng\
pim200.exe	3/28/2000 8:56 PM	125,091	6%	117,288	cng\
48 file(s)		2,411,602	69%	740,169	

→ attached

990407 cng.txt  
Peter Nemarich  
CNG client 1.50  
Friends List v 1.500  
Machine: Gateway E-1200 (in bay #2)  
W95 OSR2 + v403 + IE4

=====

Friends List ad queue is now working.

=====

#7698 (3)

TITLE: "Friend is offline" message does not appear from within Member Profile screen

1) In production, go to <http://chat.prodigy.net/download/cng150.exe>. Download the file, then install the CNG client v1.500 while online.

2) Open the Friends List. Add a Friend (who is currently offline) to the General Friends list. Click the <Instant Message> button at the bottom of the Friends List. You should receive a message that says, "[name] is offline. do you still wish to start-up Instant Message?"

3) In the Friends List, right-click the Friend's name and select "Get Profile for [name]". From the Member Profile screen, select <Instant Message> button in the lower left corner. This initializes Instant Message, but I expected to get the same "[name] is offline" message that I got in step #2 above.

=====

#7697 (2)

TITLE: The file pifrnds.gif sometimes appears on the desktop after using IM

1) In production, go to <http://chat.prodigy.net/download/cng150.exe>. Download the file, then install the CNG client v1.500 while online.

2) The file pifrnds.gif (which is the PI logotype in a rectangle) sometimes appears on the desktop after using the IM client. I haven't yet been able to correlate its appearance with my actions.

=====

#7699 (2)

TITLE: Friends List always displays upon PI sign-on, contrary to Preferences setting

1) In production, go to <http://chat.prodigy.net/download/cng150.exe>. Download the file, then install the CNG client v1.500 while online.

2) Sign on to PI.

3) The Friends List displays whenever the user logs on to PI, even when this option ("Display Friends List upon Logon") is not enabled on the IM Preferences screen.

=====